OIPE JC68
MAR 29 2004
PATENT & TRADEMARK OFFICE

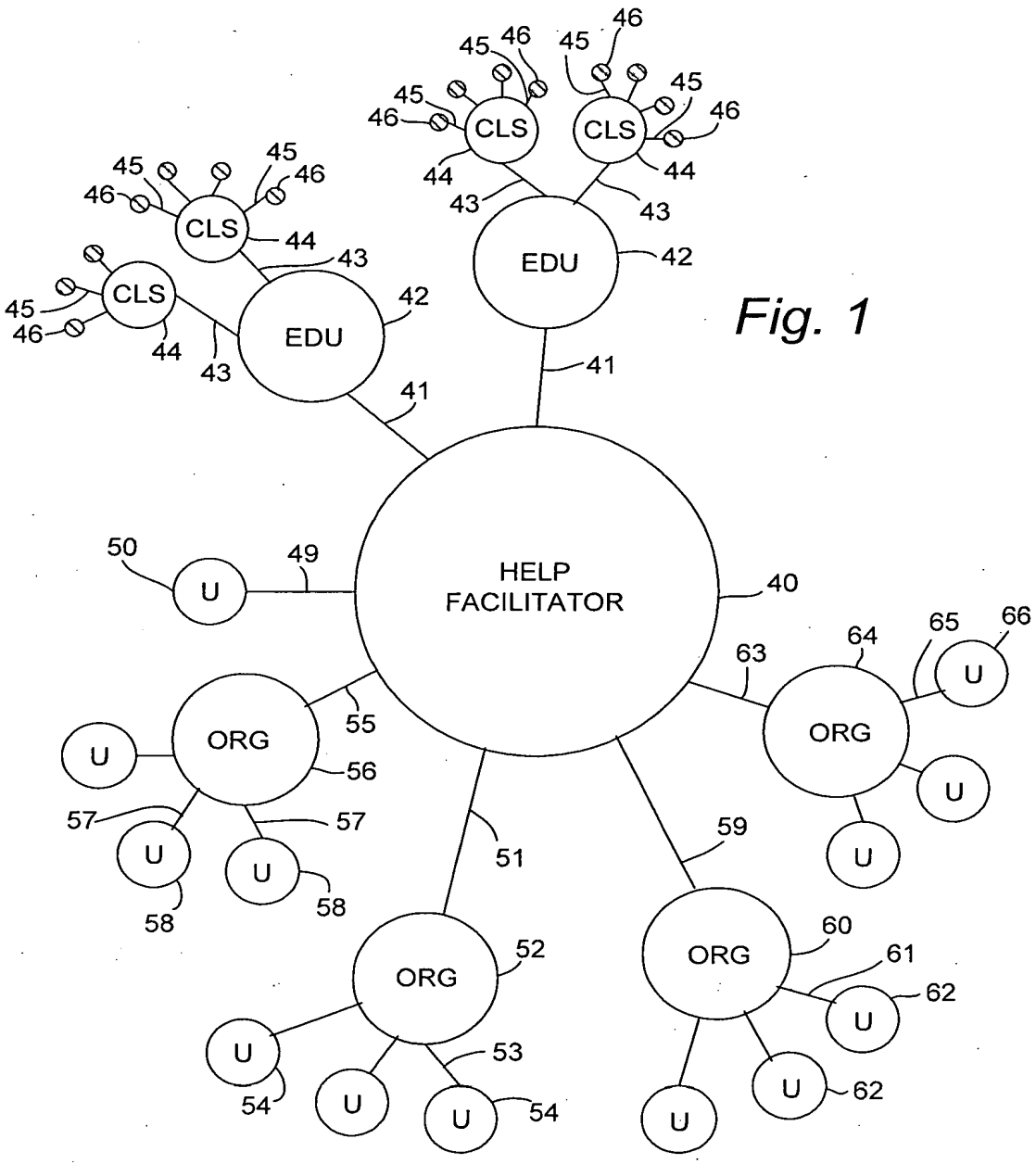


Fig. 1

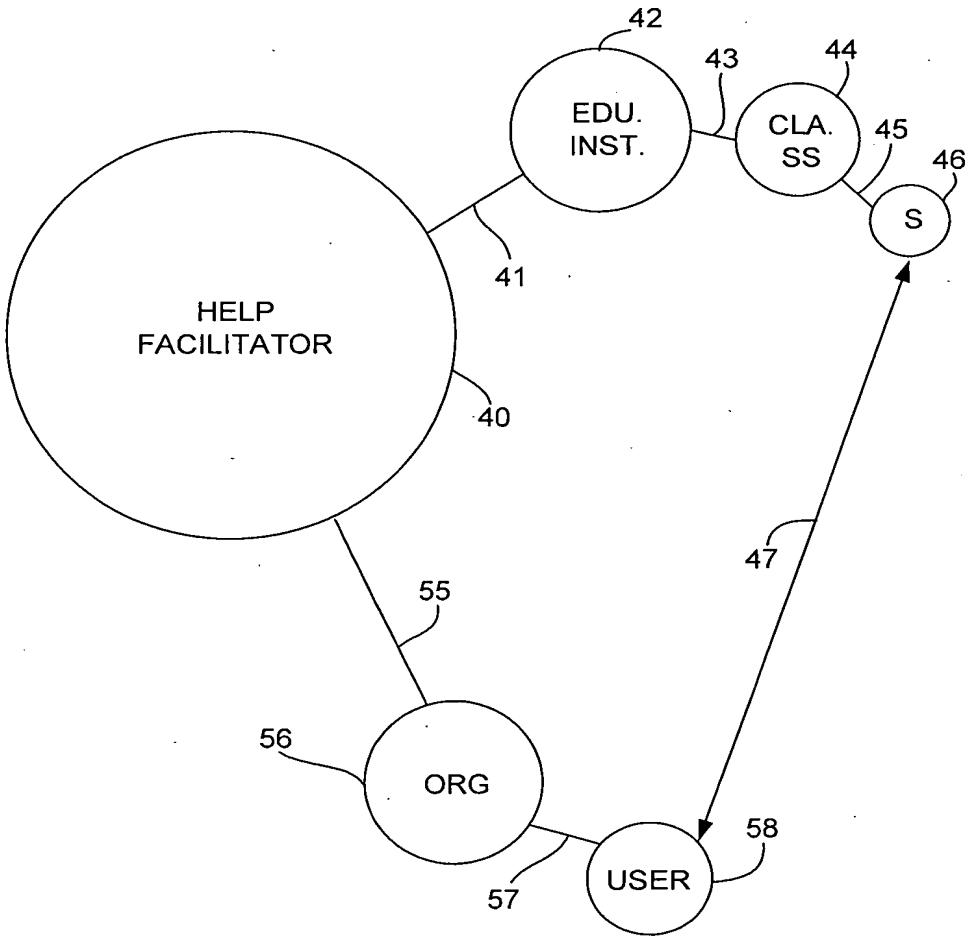

42
43
44
EDU.
INST.
CLA.
SS
45
46
S
41
HELP
FACILITATOR
40
47
55
56
ORG
58
USER
57

Fig. 2

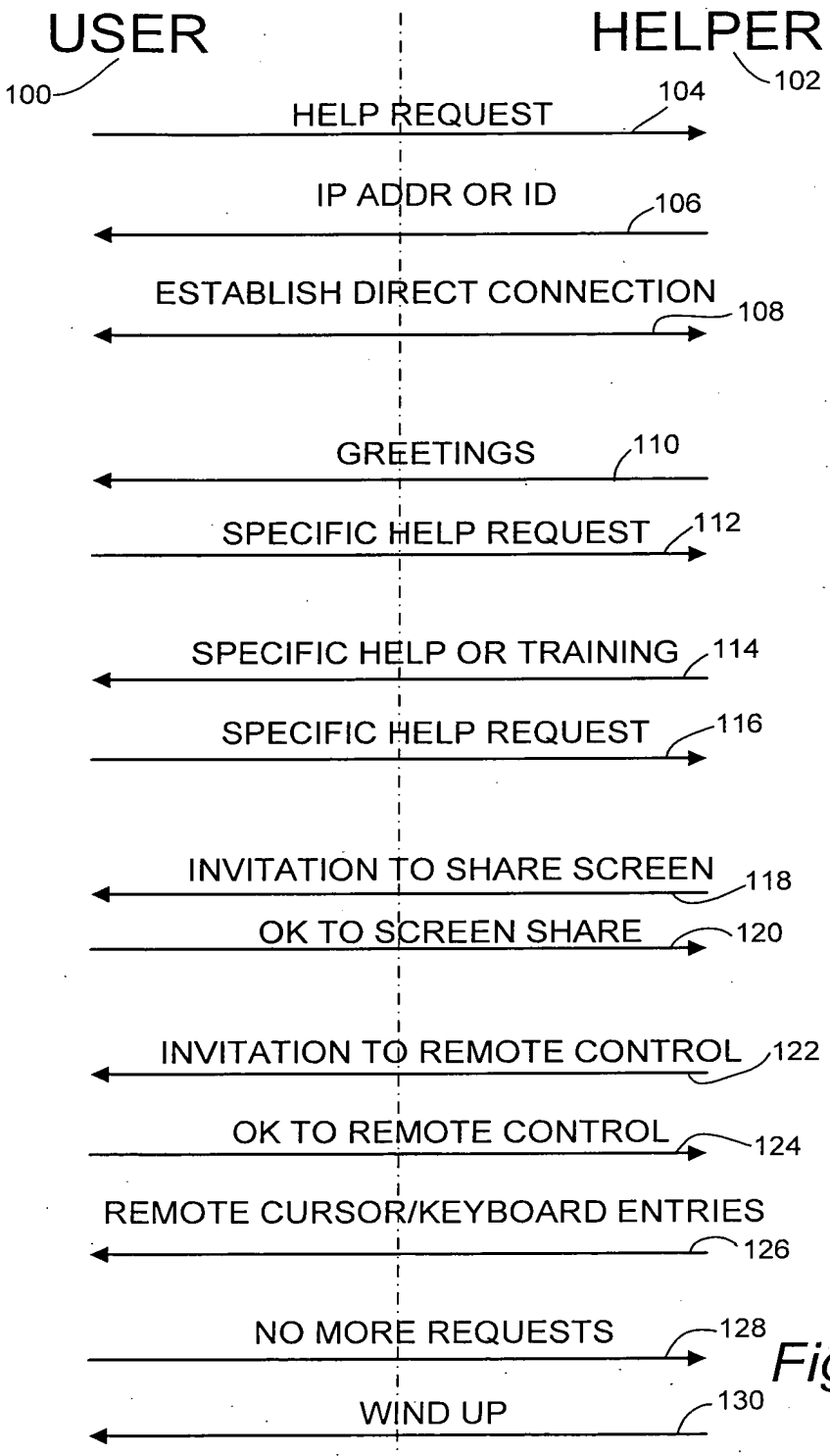

USER
HELPER
100
102
HELP REQUEST
104
IP ADDR OR ID
106
ESTABLISH DIRECT CONNECTION
108
GREETINGS
110
SPECIFIC HELP REQUEST
112
SPECIFIC HELP OR TRAINING
114
SPECIFIC HELP REQUEST
116
INVITATION TO SHARE SCREEN
118
OK TO SCREEN SHARE
120
INVITATION TO REMOTE CONTROL
122
OK TO REMOTE CONTROL
124
REMOTE CURSOR/KEYBOARD ENTRIES
126
NO MORE REQUESTS
128
WIND UP
130

Fig. 3

Fig. 4

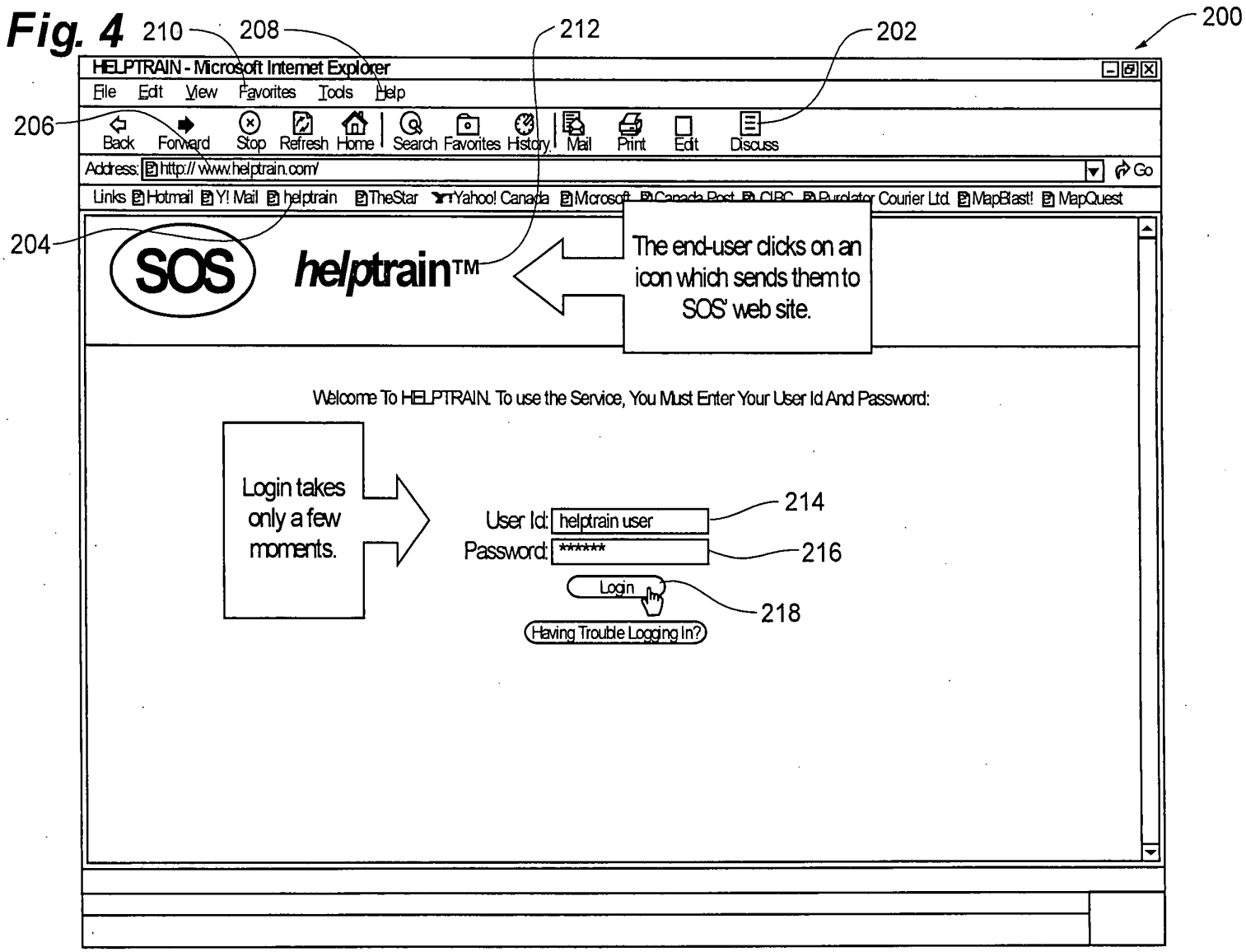

200
210
208
212
202
206
204
HELPTRAIN - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss
Address: http://www.helptrain.com/
Go
Links Hotmail Y! Mail helptrain TheStar Yahoo! Canada Microsoft Courier Ltd. MapBlast! MapQuest
SOS
helptrain™
The end-user clicks on an icon which sends them to SOS' web site.
Welcome To HELPTRAIN. To use the Service, You Must Enter Your User Id And Password:
Login takes only a few moments.
User Id: helptrain user
214
Password: ******
216
Login
218
Having Trouble Logging In?

Fig. 5

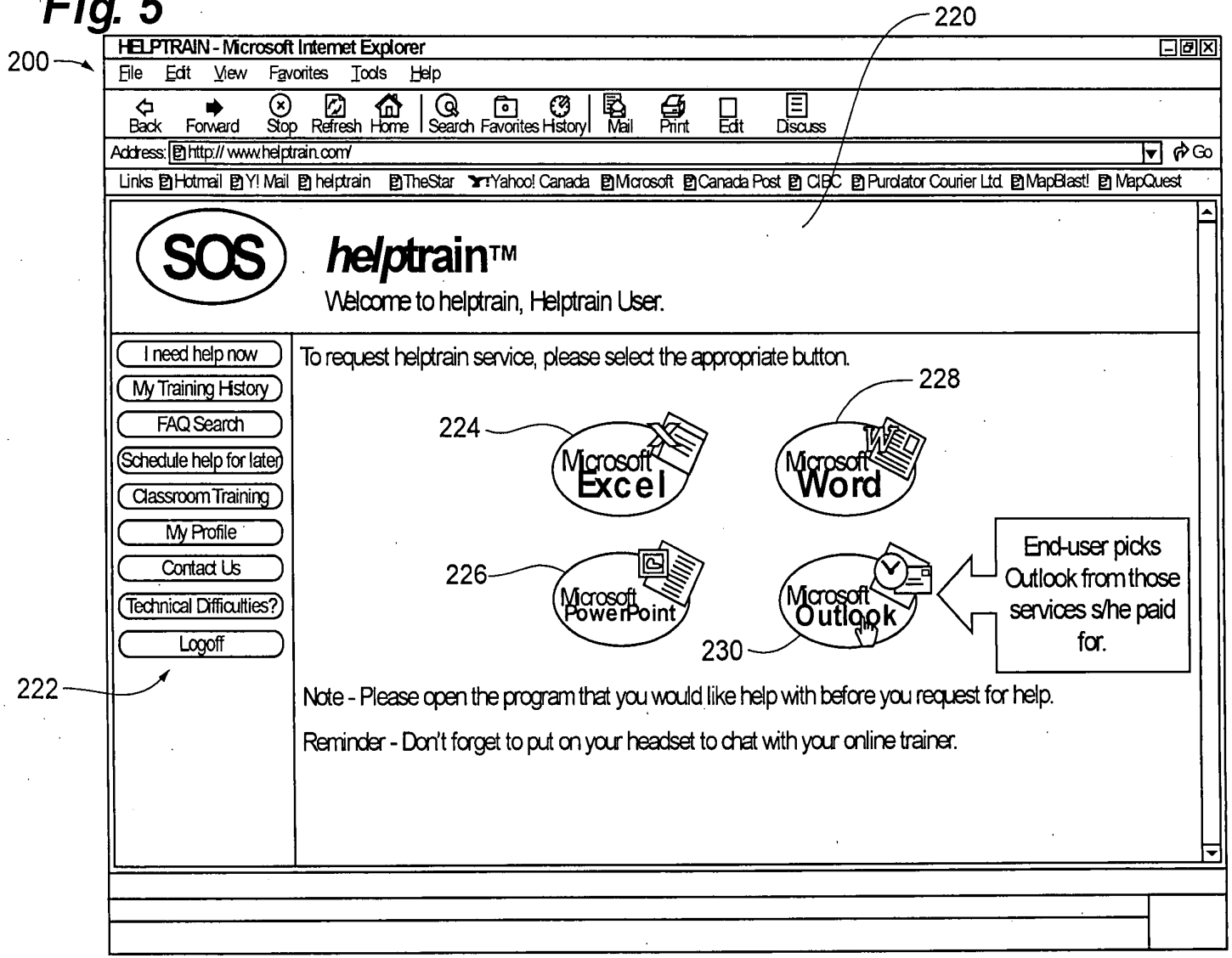

200
220
HELPTRAIN - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss
Address: http://www.helptrain.com/
Go
Links Hotmail Y! Mail helptrain TheStar Yahoo! Canada Microsoft Canada Post CIBC Purolator Courier Ltd. MapBlast! MapQuest
SOS
helptrain™
Welcome to helptrain, Helptrain User.
I need help now
My Training History
FAQ Search
Schedule help for later
Classroom Training
My Profile
Contact Us
Technical Difficulties?
Logoff
222
To request helptrain service, please select the appropriate button.
224
228
Microsoft Excel
Microsoft Word
226
Microsoft PowerPoint
Microsoft Outlook
230
End-user picks Outlook from those services s/he paid for.
Note - Please open the program that you would like help with before you request for help.
Reminder - Don't forget to put on your headset to chat with your online trainer.

Fig. 6

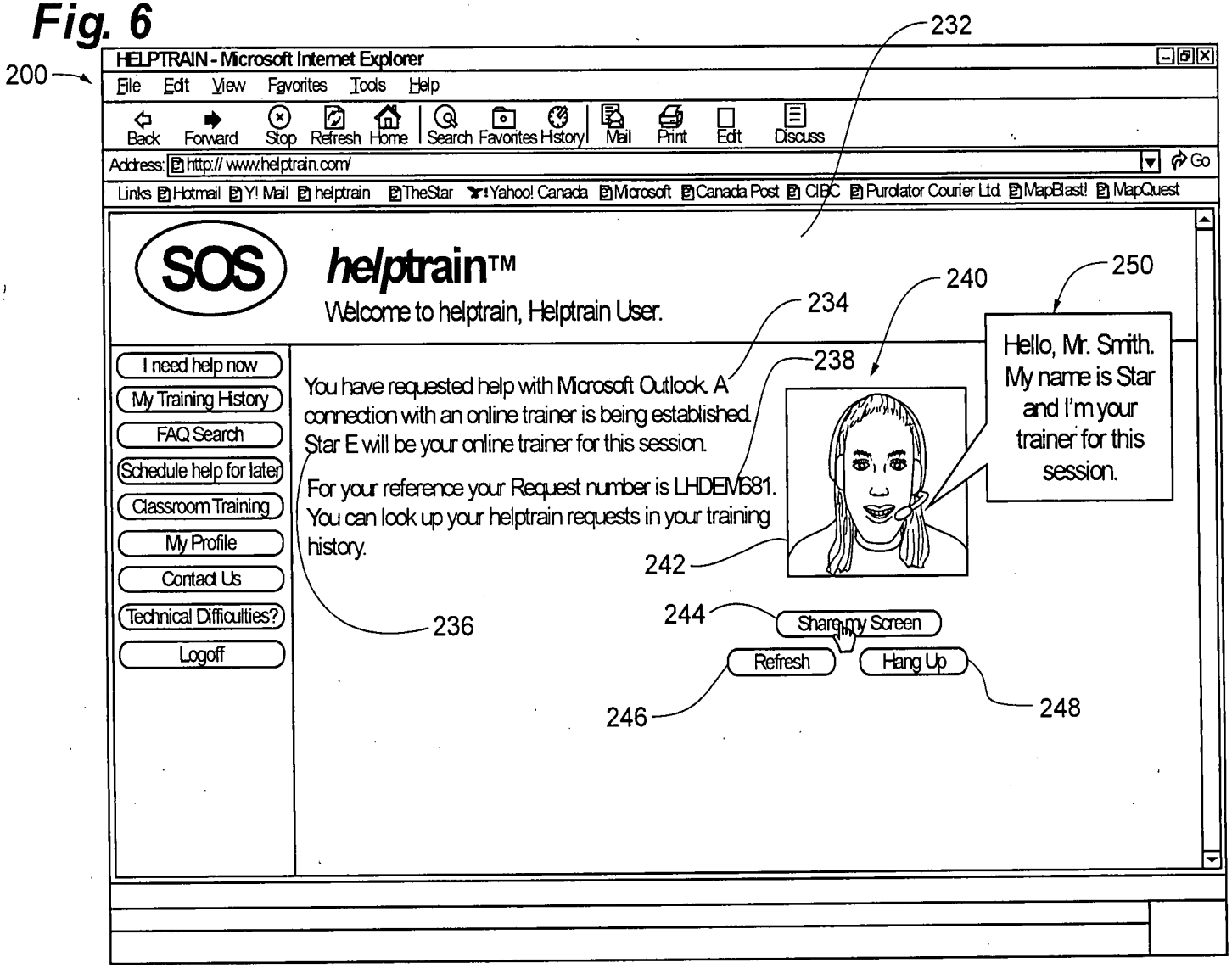

200
232
HELPTRAIN - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss
Address: http:// www.helptrain.com/
Go
Links Hotmail Y! Mail helptrain TheStar Yahoo! Canada Microsoft Canada Post CIBC Purolator Courier Ltd. MapBlast! MapQuest
SOS
helptrain™
Welcome to helptrain, Helptrain User.
234
240
250
238
I need help now
My Training History
FAQ Search
Schedule help for later
Classroom Training
My Profile
Contact Us
Technical Difficulties?
Logoff
You have requested help with Microsoft Outlook. A connection with an online trainer is being established. Star E will be your online trainer for this session.
For your reference your Request number is LHDEM681. You can look up your helptrain requests in your training history.
Hello, Mr. Smith. My name is Star and I'm your trainer for this session.
242
236
244
Share my Screen
Refresh
Hang Up
246
248

Fig. 7

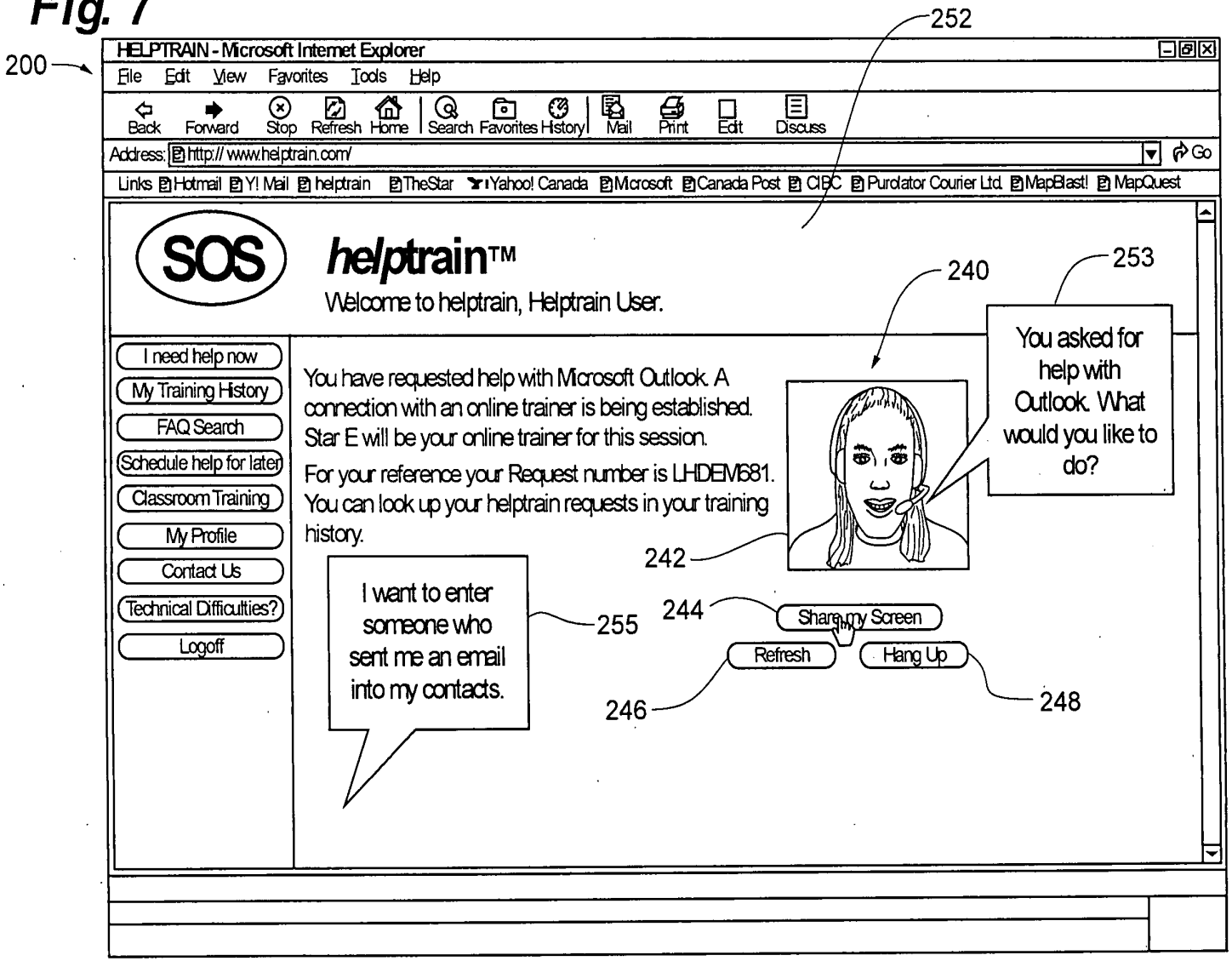

200
252
HELPTRAIN - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss
Address: http:// www.helptrain.com/
Go
Links Hotmail Y! Mail helptrain TheStar Yahoo! Canada Microsoft Canada Post CIBC Purolator Courier Ltd. MapBlast! MapQuest
SOS
helptrain™
Welcome to helptrain, Helptrain User.
240
253
I need help now
My Training History
FAQ Search
Schedule help for later
Classroom Training
My Profile
Contact Us
Technical Difficulties?
Logoff
You have requested help with Microsoft Outlook. A connection with an online trainer is being established. Star E will be your online trainer for this session.
For your reference your Request number is LHDEM681. You can look up your helptrain requests in your training history.
You asked for help with Outlook. What would you like to do?
242
I want to enter someone who sent me an email into my contacts.
255
244
Share my Screen
Refresh
Hang Up
246
248

Fig. 8

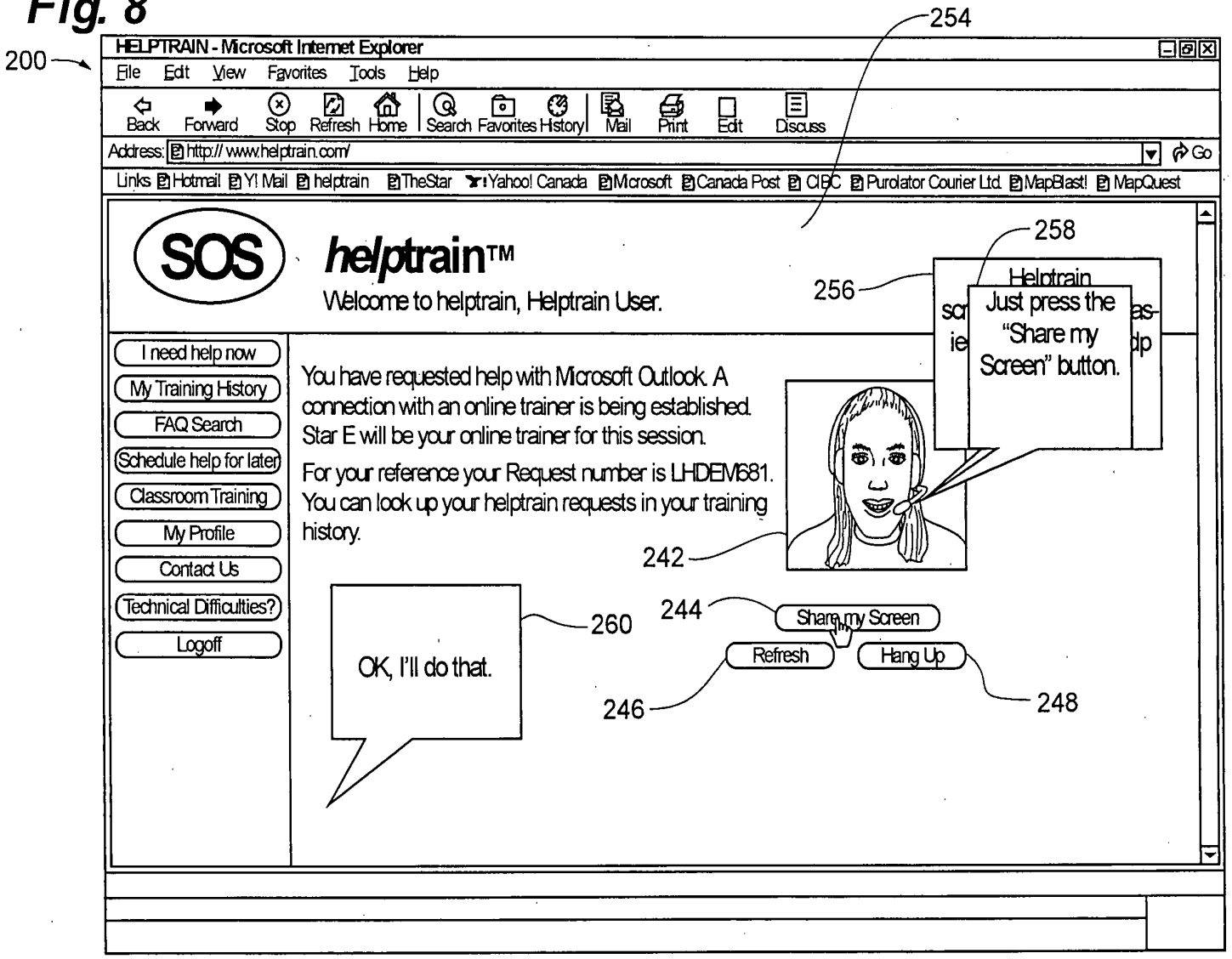

200
254
HELPTRAIN - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss
Address: http://www.helptrain.com/
Go
Links Hotmail Y! Mail helptrain TheStar Yahoo! Canada Microsoft Canada Post CIBC Purolator Courier Ltd. MapBlast! MapQuest
SOS
helptrain™
Welcome to helptrain, Helptrain User.
258
256
Helptrain
Just press the "Share my Screen" button.
I need help now
My Training History
FAQ Search
Schedule help for later
Classroom Training
My Profile
Contact Us
Technical Difficulties?
Logoff
You have requested help with Microsoft Outlook. A connection with an online trainer is being established. Star E will be your online trainer for this session.
For your reference your Request number is LHDEM681. You can look up your helptrain requests in your training history.
242
244
Share my Screen
Refresh
Hang Up
246
248
OK, I'll do that.
260

Fig. 9

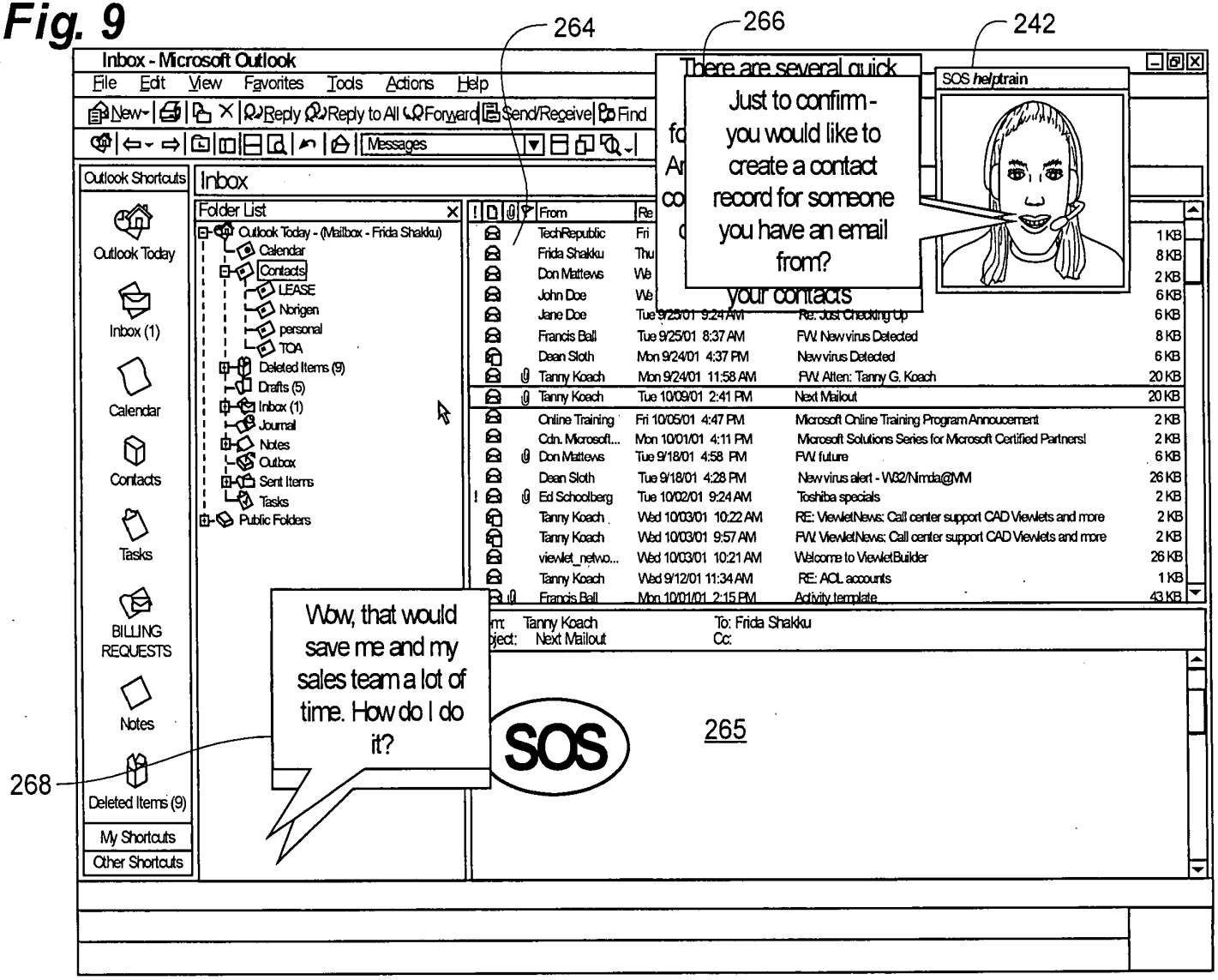

264
266
242
Inbox - Microsoft Outlook
File Edit View Favorites Tools Actions Help
New Reply Reply to All Forward Send/Receive Find
Messages
Outlook Shortcuts
Outlook Today
Inbox (1)
Calendar
Contacts
Tasks
BILLING REQUESTS
Notes
Deleted Items (9)
My Shortcuts
Other Shortcuts
Inbox
Folder List
Outlook Today - (Mailbox - Frida Shakku)
Calendar
Contacts
LEASE
Norigen
personal
TOA
Deleted Items (9)
Drafts (5)
Inbox (1)
Journal
Notes
Outbox
Sent Items
Tasks
Public Folders
From
TechRepublic Fri 1 KB
Frida Shakku Thu 8 KB
Don Mattews We 2 KB
John Doe We 6 KB
Jane Doe Tue 9/25/01 9:24 AM Re: Just Checking Up 6 KB
Francis Ball Tue 9/25/01 8:37 AM FW: New virus Detected 8 KB
Dean Sloth Mon 9/24/01 4:37 PM New virus Detected 6 KB
Tanny Koach Mon 9/24/01 11:58 AM FW: Atten: Tanny G. Koach 20 KB
Tanny Koach Tue 10/09/01 2:41 PM Next Mailout 20 KB
Online Training Fri 10/05/01 4:47 PM Microsoft Online Training Program Annoucement 2 KB
Cdn. Microsoft... Mon 10/01/01 4:11 PM Microsoft Solutions Series for Microsoft Certified Partners! 2 KB
Don Mattews Tue 9/18/01 4:58 PM FW: future 6 KB
Dean Sloth Tue 9/18/01 4:28 PM New virus alert - W32/Nimda@MM 26 KB
Ed Schoolberg Tue 10/02/01 9:24 AM Toshiba specials 2 KB
Tanny Koach Wed 10/03/01 10:22 AM RE: ViewletNews: Call center support CAD Viewlets and more 2 KB
Tanny Koach Wed 10/03/01 9:57 AM FW: ViewletNews: Call center support CAD Viewlets and more 2 KB
viewlet_netwo... Wed 10/03/01 10:21 AM Welcome to ViewletBuilder 26 KB
Tanny Koach Wed 9/12/01 11:34 AM RE: ACL accounts 1 KB
Francis Ball Mon 10/01/01 2:15 PM Activity template 43 KB
From: Tanny Koach
Subject: Next Mailout
To: Frida Shakku
Cc:
There are several quick
Just to confirm - you would like to create a contact record for someone you have an email from?
your contacts
SOS helptrain
Wow, that would save me and my sales team a lot of time. How do I do it?
SOS
265
268

Fig. 10

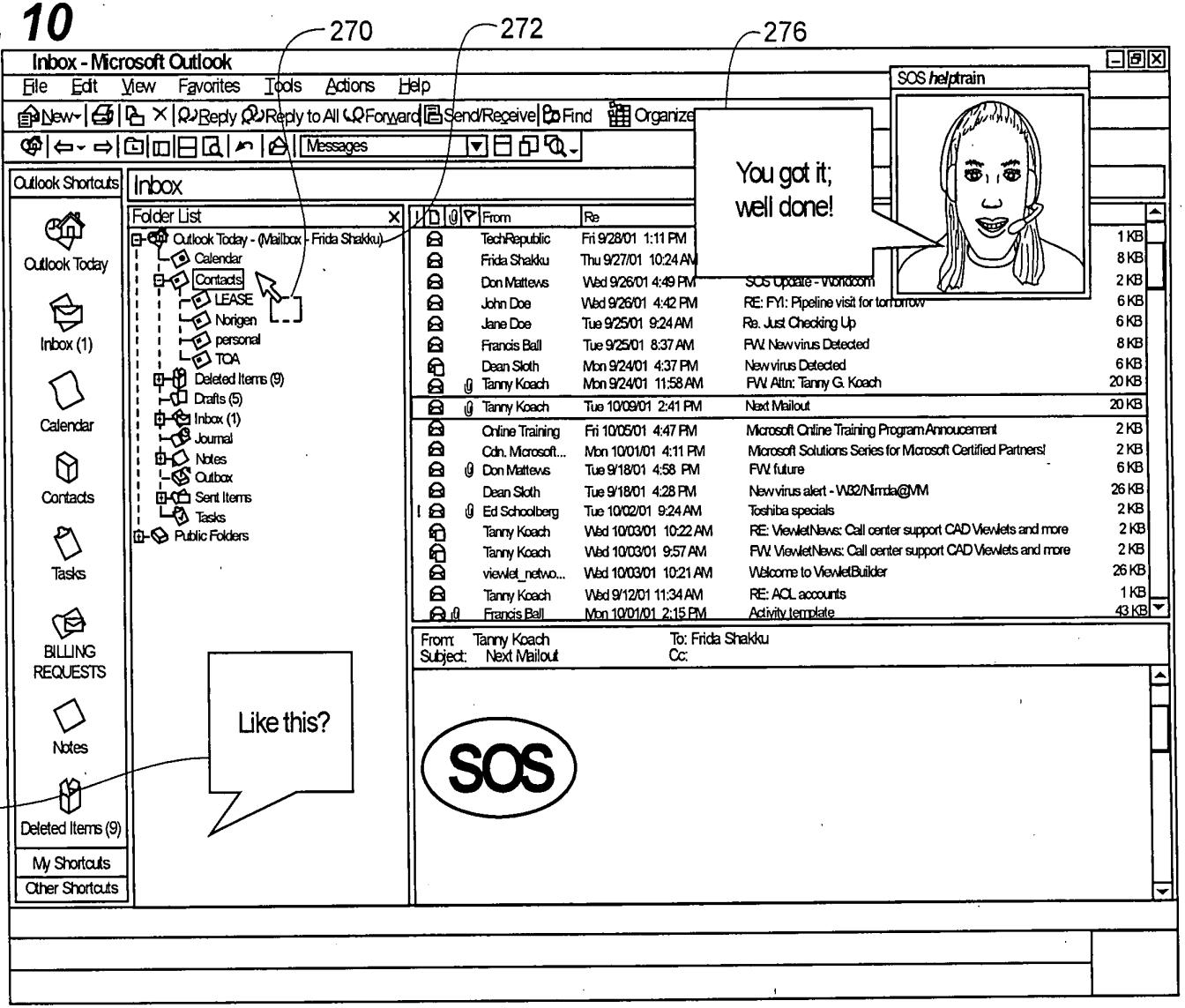

270
272
276
Inbox - Microsoft Outlook
File Edit View Favorites Tools Actions Help
New Reply Reply to All Forward Send/Receive Find Organize
Messages
Outlook Shortcuts
Outlook Today
Inbox (1)
Calendar
Contacts
Tasks
BILLING REQUESTS
Notes
Deleted Items (9)
My Shortcuts
Other Shortcuts
Inbox
Folder List
Outlook Today - (Mailbox - Frida Shakku)
Calendar
Contacts
LEASE
Norigen
personal
TOA
Deleted Items (9)
Drafts (5)
Inbox (1)
Journal
Notes
Outbox
Sent Items
Tasks
Public Folders
From
Re
TechRepublic Fri 9/28/01 1:11 PM 1 KB
Frida Shakku Thu 9/27/01 10:24 AM 8 KB
Don Mattews Wed 9/26/01 4:49 PM 2 KB
John Doe Wed 9/26/01 4:42 PM RE: FYI: Pipeline visit for tomorrow 6 KB
Jane Doe Tue 9/25/01 9:24 AM Re. Just Checking Up 6 KB
Francis Ball Tue 9/25/01 8:37 AM FW: New virus Detected 8 KB
Dean Sloth Mon 9/24/01 4:37 PM New virus Detected 6 KB
Tanny Koach Mon 9/24/01 11:58 AM FW: Attn: Tanny G. Koach 20 KB
Tanny Koach Tue 10/09/01 2:41 PM Next Mailout 20 KB
Online Training Fri 10/05/01 4:47 PM Microsoft Online Training Program Announcement 2 KB
Cdn. Microsoft... Mon 10/01/01 4:11 PM Microsoft Solutions Series for Microsoft Certified Partners! 2 KB
Don Mattews Tue 9/18/01 4:58 PM FW: future 6 KB
Dean Sloth Tue 9/18/01 4:28 PM New virus alert - W32/Nimda@MM 26 KB
Ed Schoolberg Tue 10/02/01 9:24 AM Toshiba specials 2 KB
Tanny Koach Wed 10/03/01 10:22 AM RE: ViewletNews: Call center support CAD Viewlets and more 2 KB
Tanny Koach Wed 10/03/01 9:57 AM FW: ViewletNews: Call center support CAD Viewlets and more 2 KB
viewlet_netwo... Wed 10/03/01 10:21 AM Welcome to ViewletBuilder 26 KB
Tanny Koach Wed 9/12/01 11:34 AM RE: ACL accounts 1 KB
Francis Ball Mon 10/01/01 2:15 PM Activity template 43 KB
From: Tanny Koach
Subject: Next Mailout
To: Frida Shakku
Cc:
SOS
Like this?
274
You got it; well done!
SOS helptrain

Fig. 11

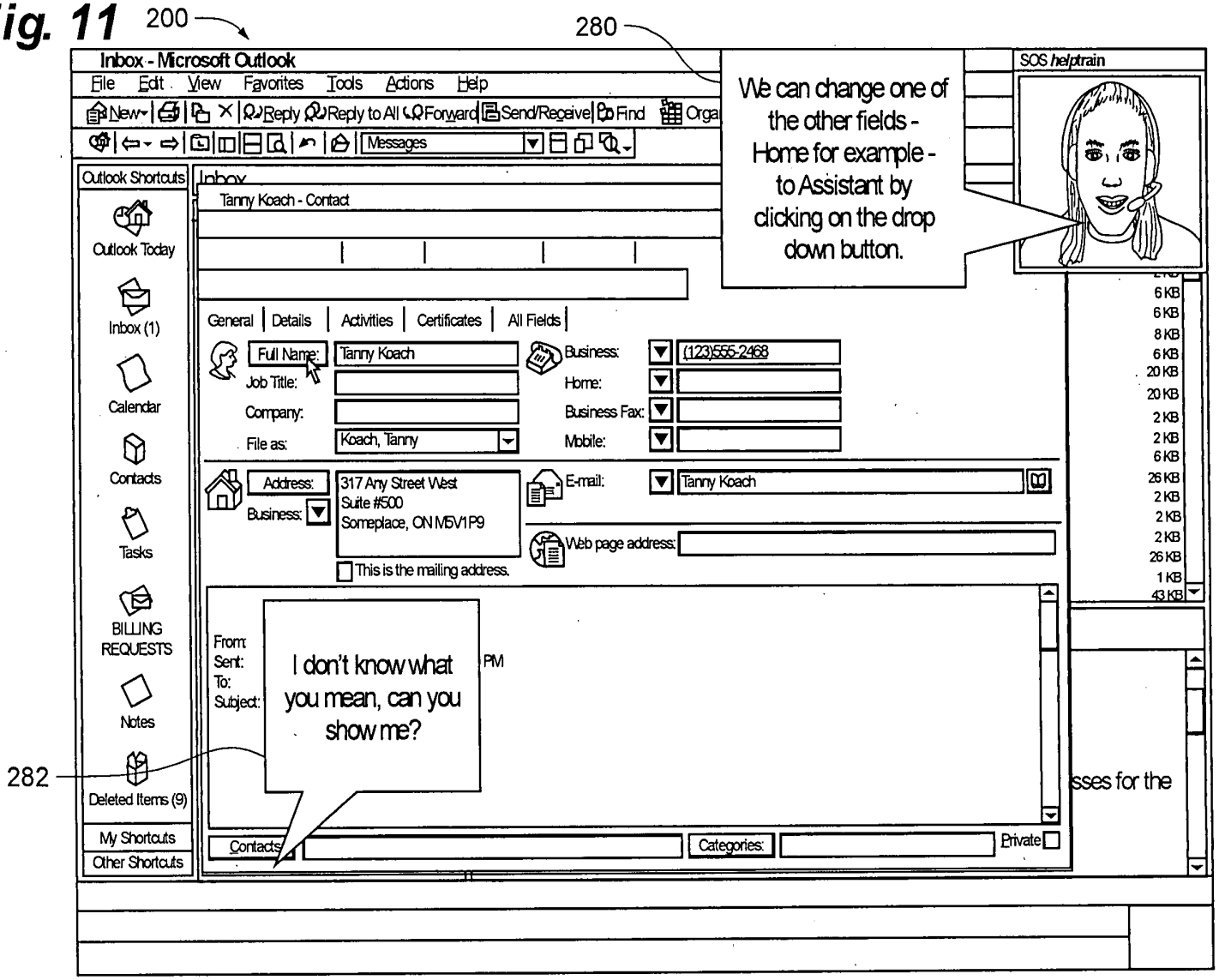

200
280
282
Inbox - Microsoft Outlook
File Edit View Favorites Tools Actions Help
New Reply Reply to All Forward Send/Receive Find
Messages
Outlook Shortcuts
Outlook Today
Inbox (1)
Calendar
Contacts
Tasks
BILLING REQUESTS
Notes
Deleted Items (9)
My Shortcuts
Other Shortcuts
Inbox
Tanny Koach - Contact
We can change one of the other fields - Home for example - to Assistant by clicking on the drop down button.
SOS helptrain
General | Details | Activities | Certificates | All Fields
Full Name:
Tanny Koach
Job Title:
Company:
File as:
Koach, Tanny
Business:
(123)555-2468
Home:
Business Fax:
Mobile:
Address:
Business:
317 Any Street West
Suite #500
Someplace, ON M5V1P9
This is the mailing address.
E-mail:
Tanny Koach
Web page address:
From:
Sent:
To:
Subject:
PM
I don't know what you mean, can you show me?
Contacts
Categories:
Private
sses for the

Fig. 12

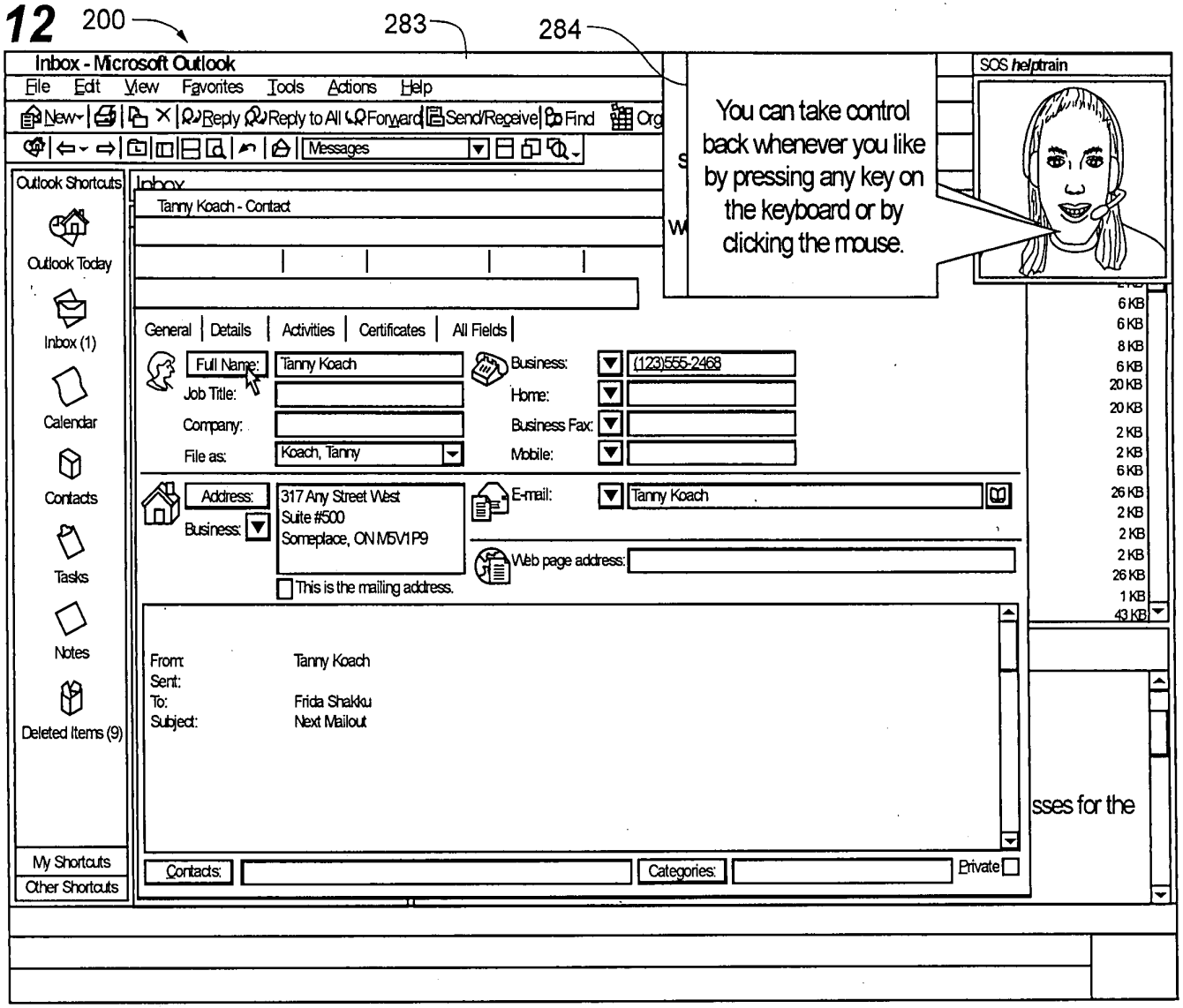

200
283
284
Inbox - Microsoft Outlook
File Edit View Favorites Tools Actions Help
New Reply Reply to All Forward Send/Receive Find Org
Messages
Outlook Shortcuts
Outlook Today
Inbox (1)
Calendar
Contacts
Tasks
Notes
Deleted Items (9)
My Shortcuts
Other Shortcuts
Inbox
Tanny Koach - Contact
General Details Activities Certificates All Fields
Full Name: Tanny Koach
Job Title:
Company:
File as: Koach, Tanny
Business: (123)555-2468
Home:
Business Fax:
Mobile:
Address: Business:
317 Any Street West
Suite #500
Someplace, ON M5V1P9
This is the mailing address.
E-mail: Tanny Koach
Web page address:
From: Tanny Koach
Sent:
To: Frida Shakku
Subject: Next Mailout
Contacts:
Categories:
Private
You can take control back whenever you like by pressing any key on the keyboard or by clicking the mouse.
SOS helptrain
6 KB
6 KB
8 KB
6 KB
20 KB
20 KB
2 KB
2 KB
6 KB
26 KB
2 KB
2 KB
2 KB
26 KB
1 KB
43 KB
sses for the

Fig. 13

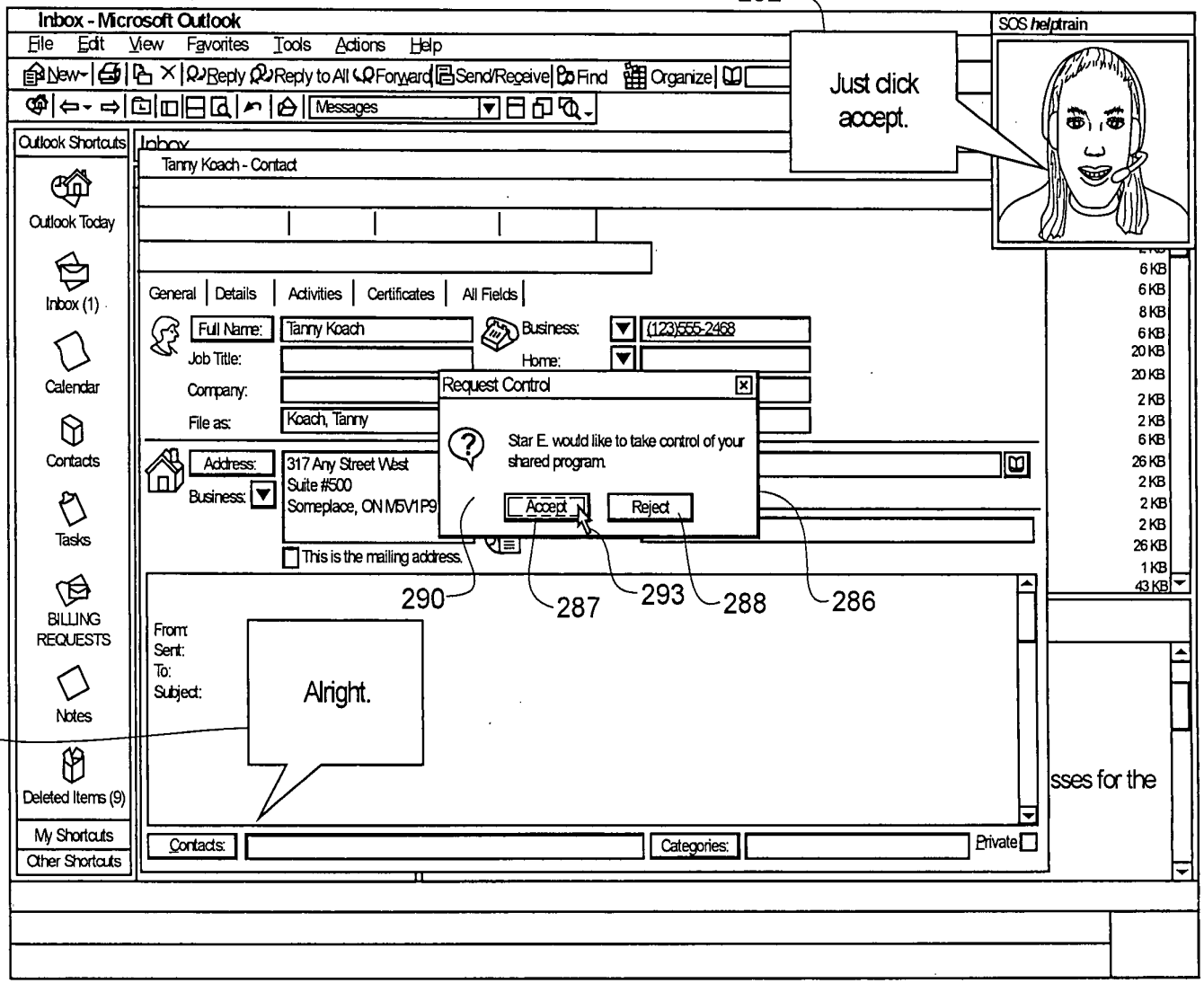

200
292
Inbox - Microsoft Outlook
File Edit View Favorites Tools Actions Help
New Reply Reply to All Forward Send/Receive Find Organize
Messages
Outlook Shortcuts
Outlook Today
Inbox (1)
Calendar
Contacts
Tasks
BILLING REQUESTS
Notes
Deleted Items (9)
My Shortcuts
Other Shortcuts
Inbox
Tanny Koach - Contact
General Details Activities Certificates All Fields
Full Name: Tanny Koach
Job Title:
Company:
File as: Koach, Tanny
Business: (123)555-2468
Home:
Address: 317 Any Street West
Suite #500
Someplace, ON M5V1P9
Business:
This is the mailing address.
Request Control
Star E. would like to take control of your shared program.
Accept
Reject
290
287
293
288
286
From:
Sent:
To:
Subject:
Alright.
291
Contacts:
Categories:
Private
Just click accept.
SOS helptrain
6 KB
6 KB
8 KB
6 KB
20 KB
20 KB
2 KB
2 KB
6 KB
26 KB
2 KB
2 KB
2 KB
26 KB
1 KB
43 KB
sses for the

Fig. 14

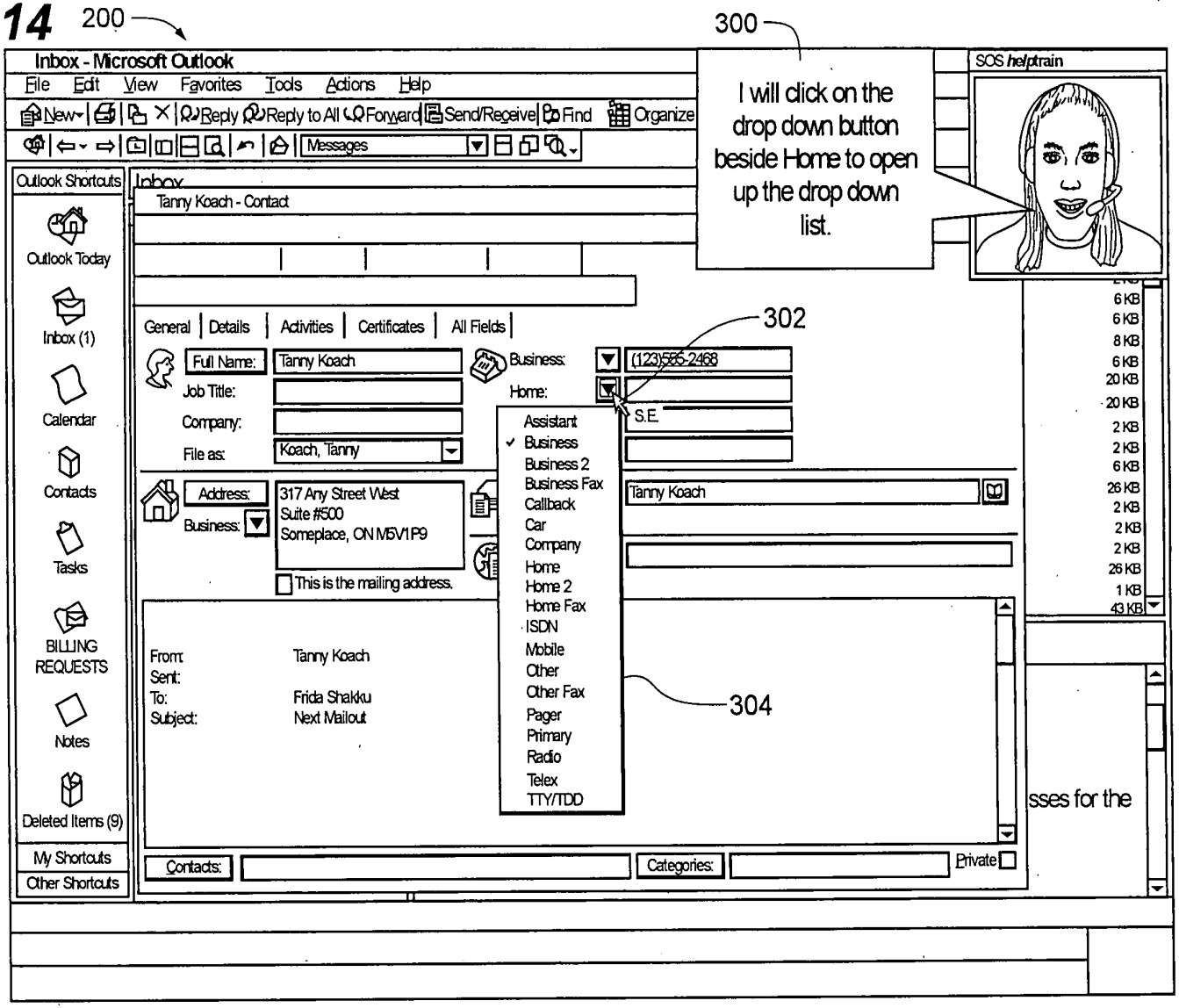

200
300
Inbox - Microsoft Outlook
File Edit View Favorites Tools Actions Help
New Reply Reply to All Forward Send/Receive Find Organize
Messages
Outlook Shortcuts
Outlook Today
Inbox (1)
Calendar
Contacts
Tasks
BILLING REQUESTS
Notes
Deleted Items (9)
My Shortcuts
Other Shortcuts
Inbox
Tanny Koach - Contact
I will click on the drop down button beside Home to open up the drop down list.
SOS helptrain
General | Details | Activities | Certificates | All Fields
302
Full Name: Tanny Koach
Job Title:
Company:
File as: Koach, Tanny
Business: (123)565-2468
Home:
S.E.
Address: Business:
317 Any Street West
Suite #500
Someplace, ON M5V1P9
This is the mailing address.
Tanny Koach
Assistant
Business
Business 2
Business Fax
Callback
Car
Company
Home
Home 2
Home Fax
ISDN
Mobile
Other
Other Fax
Pager
Primary
Radio
Telex
TTY/TDD
304
From: Tanny Koach
Sent:
To: Frida Shakku
Subject: Next Mailout
Contacts:
Categories:
Private
6 KB
6 KB
8 KB
6 KB
20 KB
20 KB
2 KB
2 KB
6 KB
26 KB
2 KB
2 KB
2 KB
26 KB
1 KB
43 KB
sses for the

Fig. 15

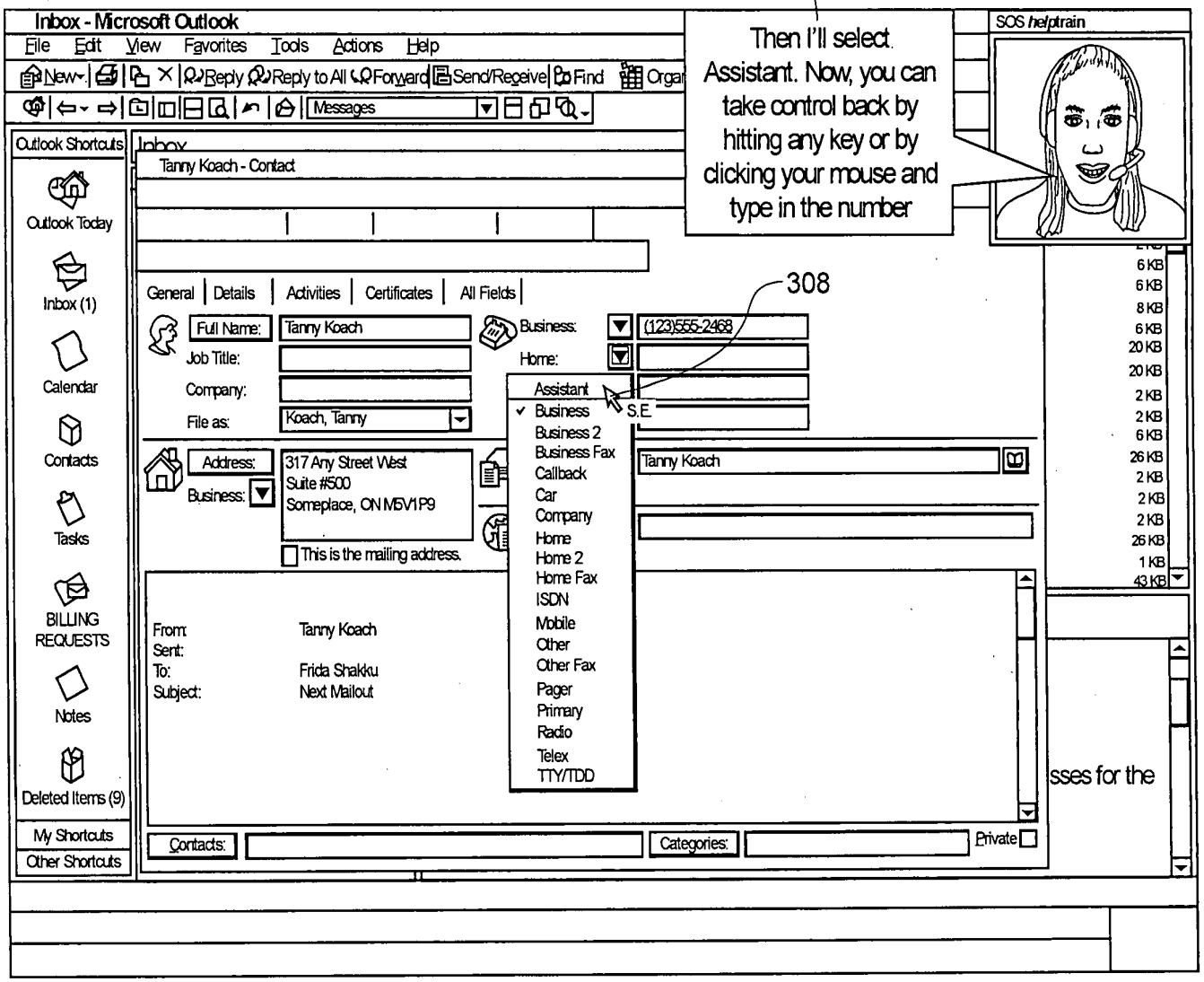

306
Then I'll select Assistant. Now, you can take control back by hitting any key or by clicking your mouse and type in the number
SOS helptrain
Inbox - Microsoft Outlook
File Edit View Favorites Tools Actions Help
New Reply Reply to All Forward Send/Receive Find
Messages
Outlook Shortcuts
Outlook Today
Inbox (1)
Calendar
Contacts
Tasks
BILLING REQUESTS
Notes
Deleted Items (9)
My Shortcuts
Other Shortcuts
Inbox
Tanny Koach - Contact
General Details Activities Certificates All Fields
308
Full Name: Tanny Koach
Job Title:
Company:
File as: Koach, Tanny
Business: (123)555-2468
Home:
Assistant
Business
Business 2
Business Fax
Callback
Car
Company
Home
Home 2
Home Fax
ISDN
Mobile
Other
Other Fax
Pager
Primary
Radio
Telex
TTY/TDD
S.E.
Address: 317 Any Street West
Suite #500
Someplace, ON M5V1P9
Business:
This is the mailing address.
Tanny Koach
From: Tanny Koach
Sent:
To: Frida Shakku
Subject: Next Mailout
Contacts:
Categories:
Private
6 KB
6 KB
8 KB
6 KB
20 KB
20 KB
2 KB
2 KB
6 KB
26 KB
2 KB
2 KB
2 KB
26 KB
1 KB
43 KB
sses for the

Fig. 16

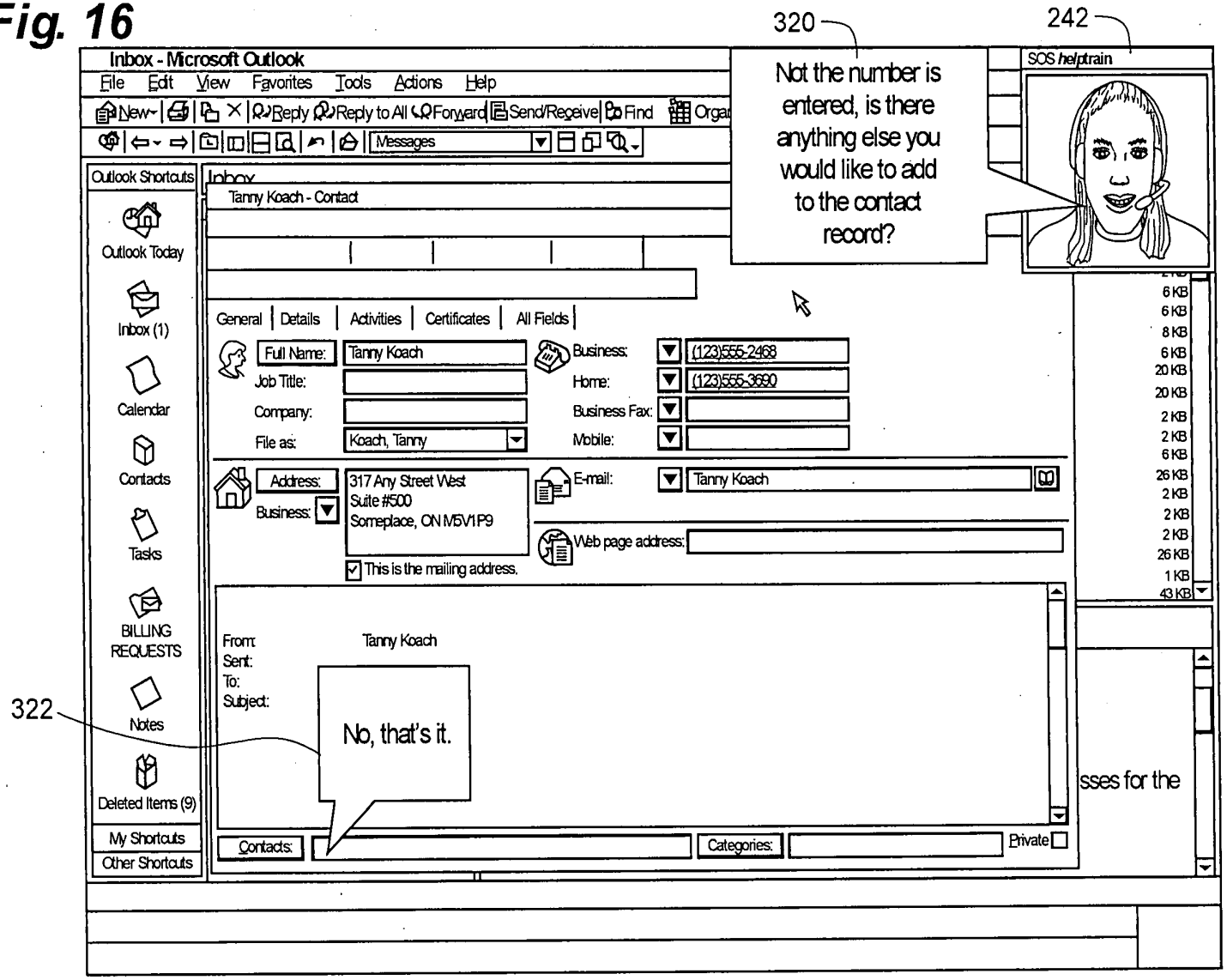

320
242
Not the number is entered, is there anything else you would like to add to the contact record?
SOS helptrain
Inbox - Microsoft Outlook
File Edit View Favorites Tools Actions Help
New Reply Reply to All Forward Send/Receive Find
Messages
Outlook Shortcuts
Outlook Today
Inbox (1)
Calendar
Contacts
Tasks
BILLING REQUESTS
Notes
Deleted Items (9)
My Shortcuts
Other Shortcuts
Inbox
Tanny Koach - Contact
General Details Activities Certificates All Fields
Full Name: Tanny Koach
Job Title:
Company:
File as: Koach, Tanny
Business: (123)555-2468
Home: (123)555-3690
Business Fax:
Mobile:
Address: Business:
317 Any Street West
Suite #500
Someplace, ON M5V1P9
E-mail: Tanny Koach
Web page address:
This is the mailing address.
From: Tanny Koach
Sent:
To:
Subject:
322
No, that's it.
Contacts:
Categories:
Private
6 KB
6 KB
8 KB
6 KB
20 KB
20 KB
2 KB
2 KB
6 KB
26 KB
2 KB
2 KB
2 KB
26 KB
1 KB
43 KB
sses for the

Fig. 17

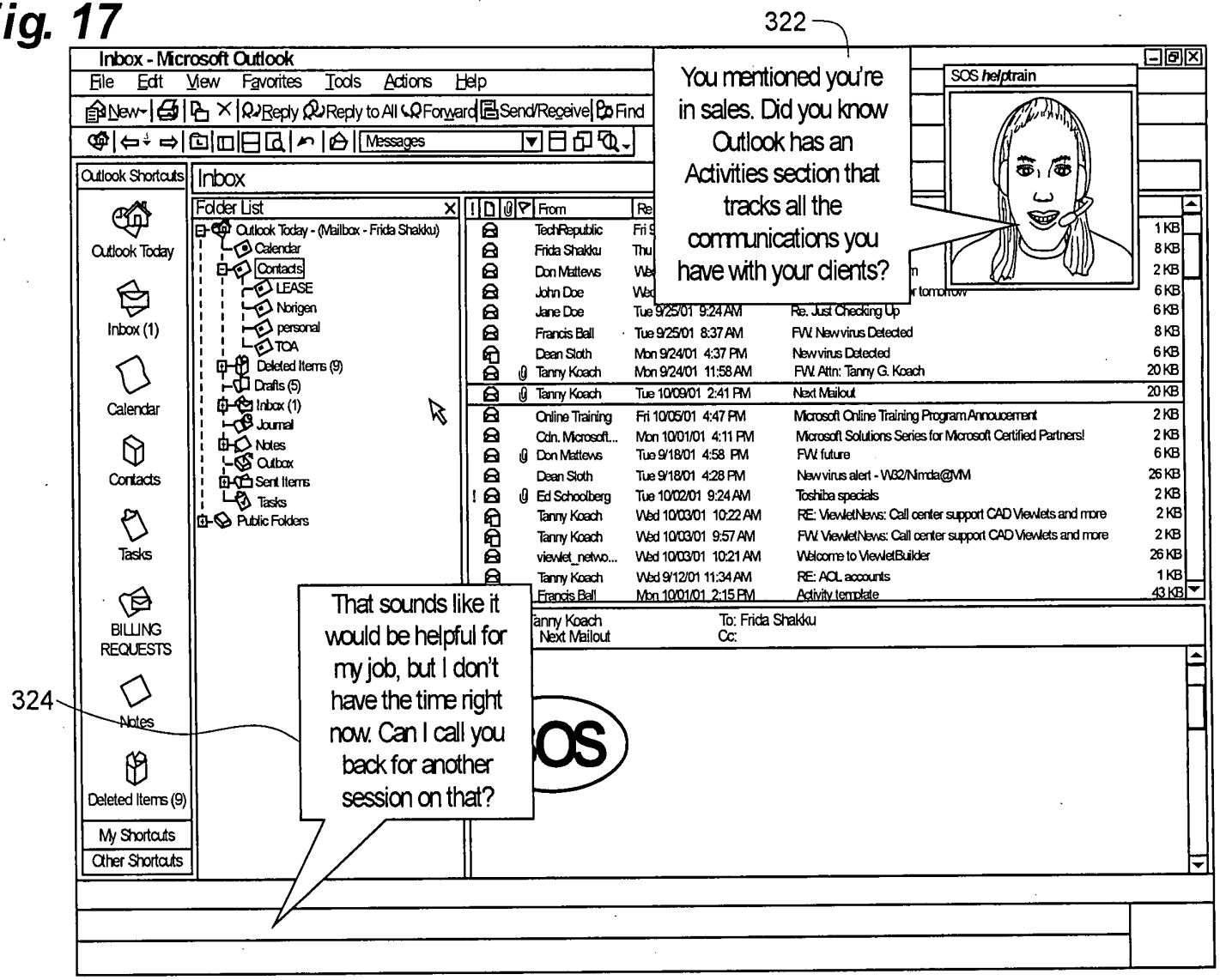

322
Inbox - Microsoft Outlook
File Edit View Favorites Tools Actions Help
New Reply Reply to All Forward Send/Receive Find
Messages
Outlook Shortcuts
Outlook Today
Inbox (1)
Calendar
Contacts
Tasks
BILLING REQUESTS
Notes
Deleted Items (9)
My Shortcuts
Other Shortcuts
Inbox
Folder List
Outlook Today - (Mailbox - Frida Shakku)
Calendar
Contacts
LEASE
Norigen
personal
TOA
Deleted Items (9)
Drafts (5)
Inbox (1)
Journal
Notes
Outbox
Sent Items
Tasks
Public Folders
From
TechRepublic
Frida Shakku
Don Mattews
John Doe
Jane Doe Tue 9/25/01 9:24 AM Re. Just Checking Up 6 KB
Francis Ball Tue 9/25/01 8:37 AM FW: New virus Detected 8 KB
Dean Sloth Mon 9/24/01 4:37 PM New virus Detected 6 KB
Tanny Koach Mon 9/24/01 11:58 AM FW: Attn: Tanny G. Koach 20 KB
Tanny Koach Tue 10/09/01 2:41 PM Next Mailout 20 KB
Online Training Fri 10/05/01 4:47 PM Microsoft Online Training Program Announcement 2 KB
Cdn. Microsoft... Mon 10/01/01 4:11 PM Microsoft Solutions Series for Microsoft Certified Partners! 2 KB
Don Mattews Tue 9/18/01 4:58 PM FW: future 6 KB
Dean Sloth Tue 9/18/01 4:28 PM New virus alert - W32/Nimda@MM 26 KB
Ed Schoolberg Tue 10/02/01 9:24 AM Toshiba specials 2 KB
Tanny Koach Wed 10/03/01 10:22 AM RE: ViewletNews: Call center support CAD Viewlets and more 2 KB
Tanny Koach Wed 10/03/01 9:57 AM FW: ViewletNews: Call center support CAD Viewlets and more 2 KB
viewlet_netwo... Wed 10/03/01 10:21 AM Welcome to ViewletBuilder 26 KB
Tanny Koach Wed 9/12/01 11:34 AM RE: AOL accounts 1 KB
Francis Ball Mon 10/01/01 2:15 PM Activity template 43 KB
To: Frida Shakku
Cc:
Next Mailout
You mentioned you're in sales. Did you know Outlook has an Activities section that tracks all the communications you have with your clients?
SOS helptrain
That sounds like it would be helpful for my job, but I don't have the time right now. Can I call you back for another session on that?
324

Fig. 18

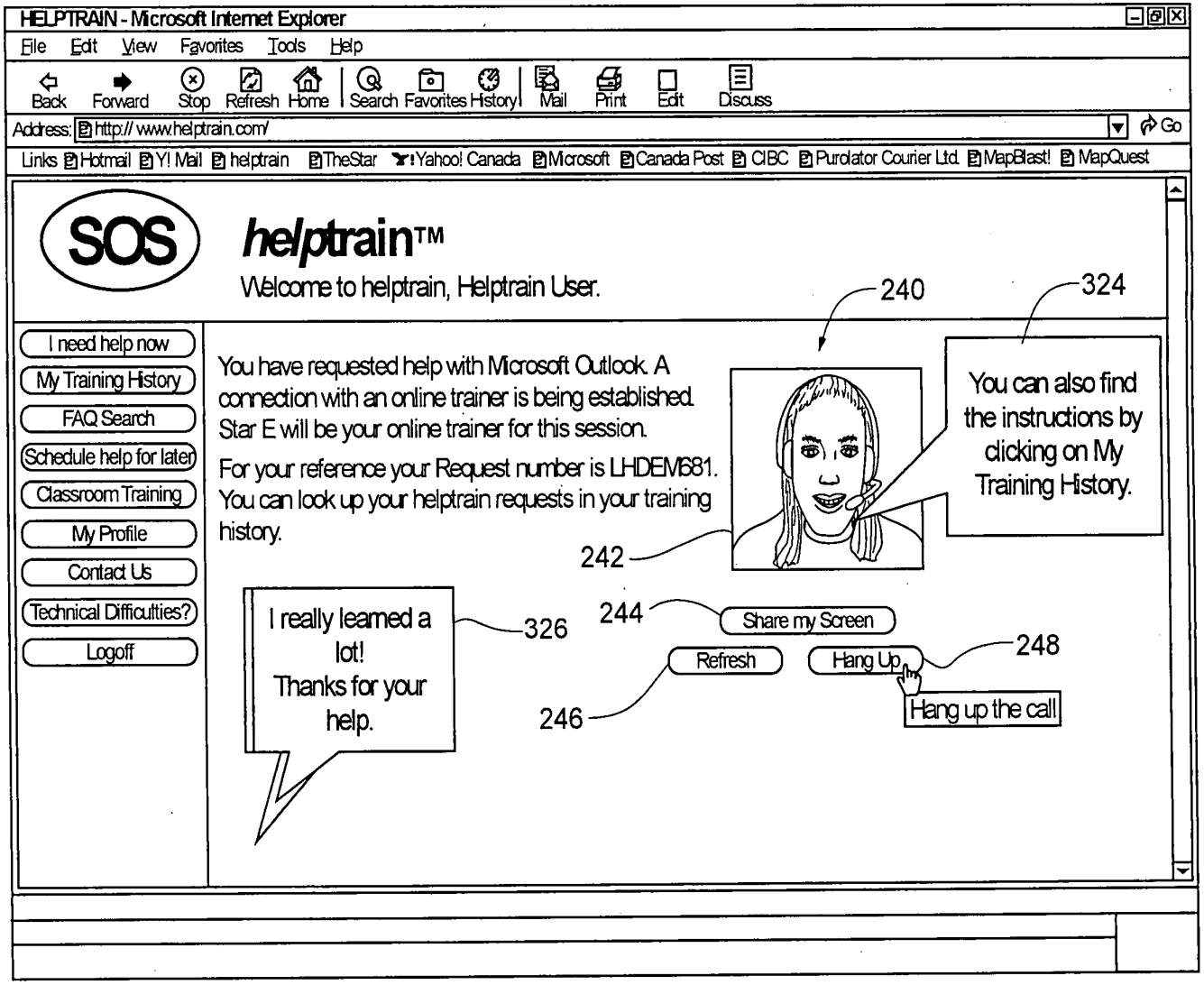

HELPTRAIN - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss
Address: http:// www.helptrain.com/
Go
Links Hotmail Y! Mail helptrain TheStar Yahoo! Canada Microsoft Canada Post CIBC Purolator Courier Ltd. MapBlast! MapQuest
SOS
helptrain™
Welcome to helptrain, Helptrain User.
240
324
I need help now
My Training History
FAQ Search
Schedule help for later
Classroom Training
My Profile
Contact Us
Technical Difficulties?
Logoff
You have requested help with Microsoft Outlook. A connection with an online trainer is being established. Star E will be your online trainer for this session.
For your reference your Request number is LHDEM681. You can look up your helptrain requests in your training history.
You can also find the instructions by clicking on My Training History.
242
I really learned a lot! Thanks for your help.
326
244
Share my Screen
Refresh
Hang Up
248
246
Hang up the call

Fig. 19

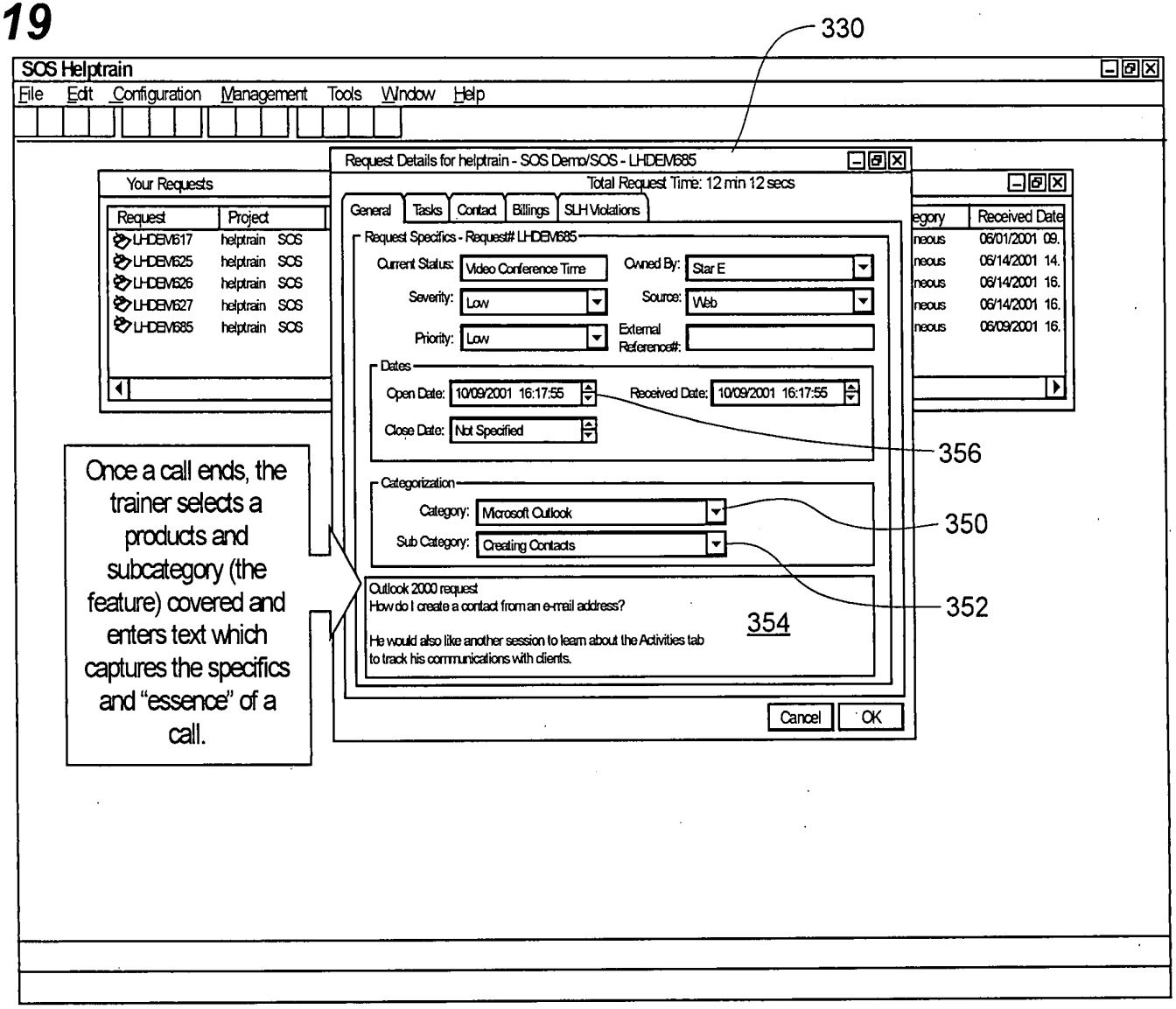

330
SOS Helptrain
File Edit Configuration Management Tools Window Help
Your Requests
Request Project
LHDEMI617 helptrain SOS
LHDEMI625 helptrain SOS
LHDEMI626 helptrain SOS
LHDEMI627 helptrain SOS
LHDEMI685 helptrain SOS
Request Details for helptrain - SOS Demo/SOS - LHDEMI685
Total Request Time: 12 min 12 secs
General Tasks Contact Billings SLH Violations
Request Specifics - Request# LHDEMI685
Current Status: Video Conference Time
Owned By: Star E
Severity: Low
Source: Web
Priority: Low
External Reference#:
Dates
Open Date: 10/09/2001 16:17:55
Received Date: 10/09/2001 16:17:55
Close Date: Not Specified
356
Categorization
Category: Microsoft Outlook
Sub Category: Creating Contacts
350
352
Outlook 2000 request
How do I create a contact from an e-mail address?
He would also like another session to learn about the Activities tab to track his communications with clients.
354
Cancel
OK
Received Date
06/01/2001 09.
06/14/2001 14.
06/14/2001 16.
06/14/2001 16.
06/09/2001 16.
Once a call ends, the trainer selects a products and subcategory (the feature) covered and enters text which captures the specifics and "essence" of a call.

Fig. 20

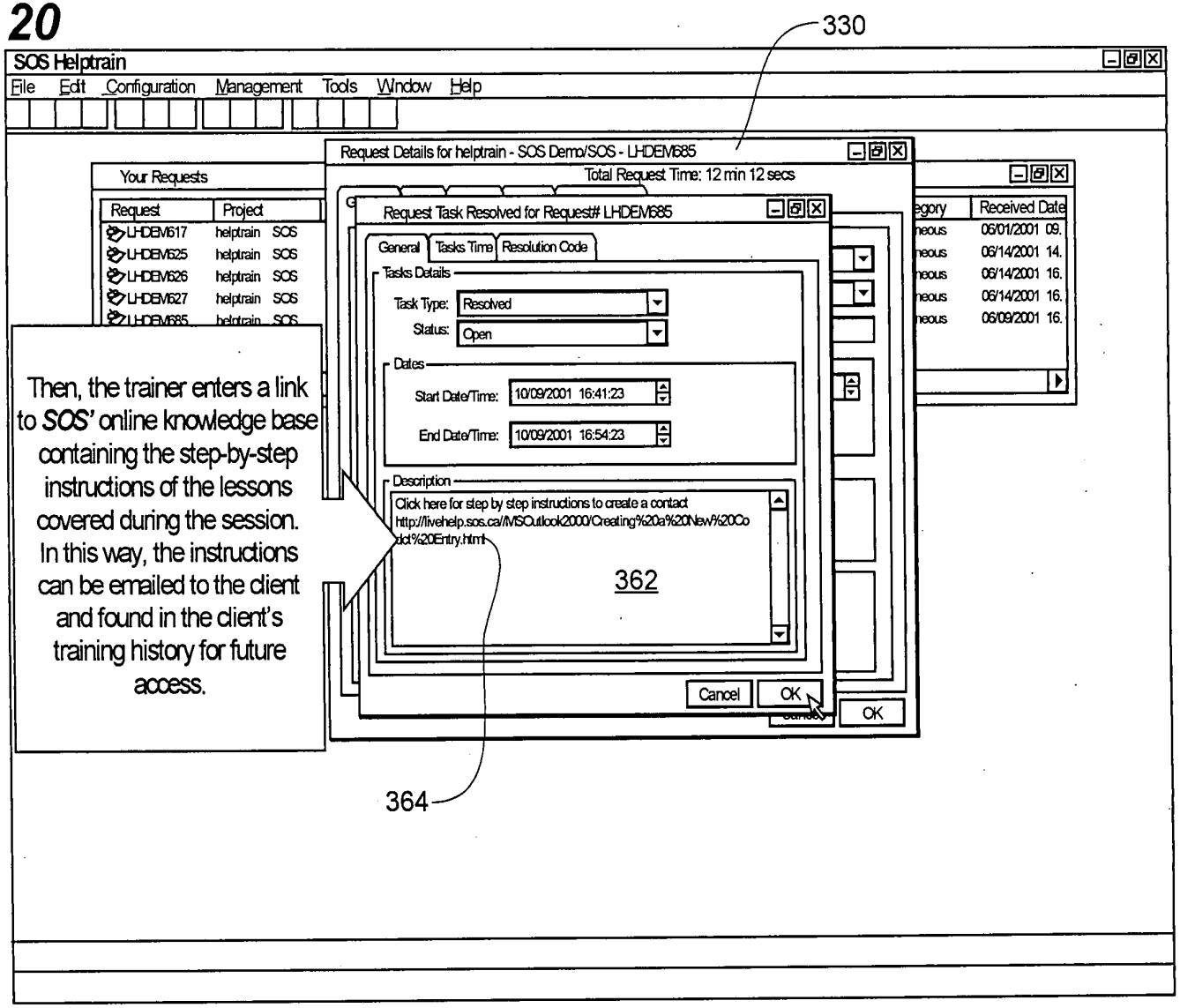

330
SOS Helptrain
File Edit Configuration Management Tools Window Help
Request Details for helptrain - SOS Demo/SOS - LHDEM685
Total Request Time: 12 min 12 secs
Your Requests
Request
Project
LHDEM617 helptrain SOS
LHDEM625 helptrain SOS
LHDEM626 helptrain SOS
LHDEM627 helptrain SOS
Request Task Resolved for Request# LHDEM685
General
Tasks Time
Resolution Code
Tasks Details
Task Type: Resolved
Status: Open
Dates
Start Date/Time: 10/09/2001 16:41:23
End Date/Time: 10/09/2001 16:54:23
Description
Click here for step by step instructions to create a contact
http://livehelp.sos.ca/MSOutlook2000/Creating%20a%20New%20Co
ct%20Entry.html
362
Cancel
OK
OK
Received Date
06/01/2001 09.
06/14/2001 14.
06/14/2001 16.
06/14/2001 16.
06/09/2001 16.
Then, the trainer enters a link to SOS' online knowledge base containing the step-by-step instructions of the lessons covered during the session. In this way, the instructions can be emailed to the client and found in the client's training history for future access.
364

Fig. 21

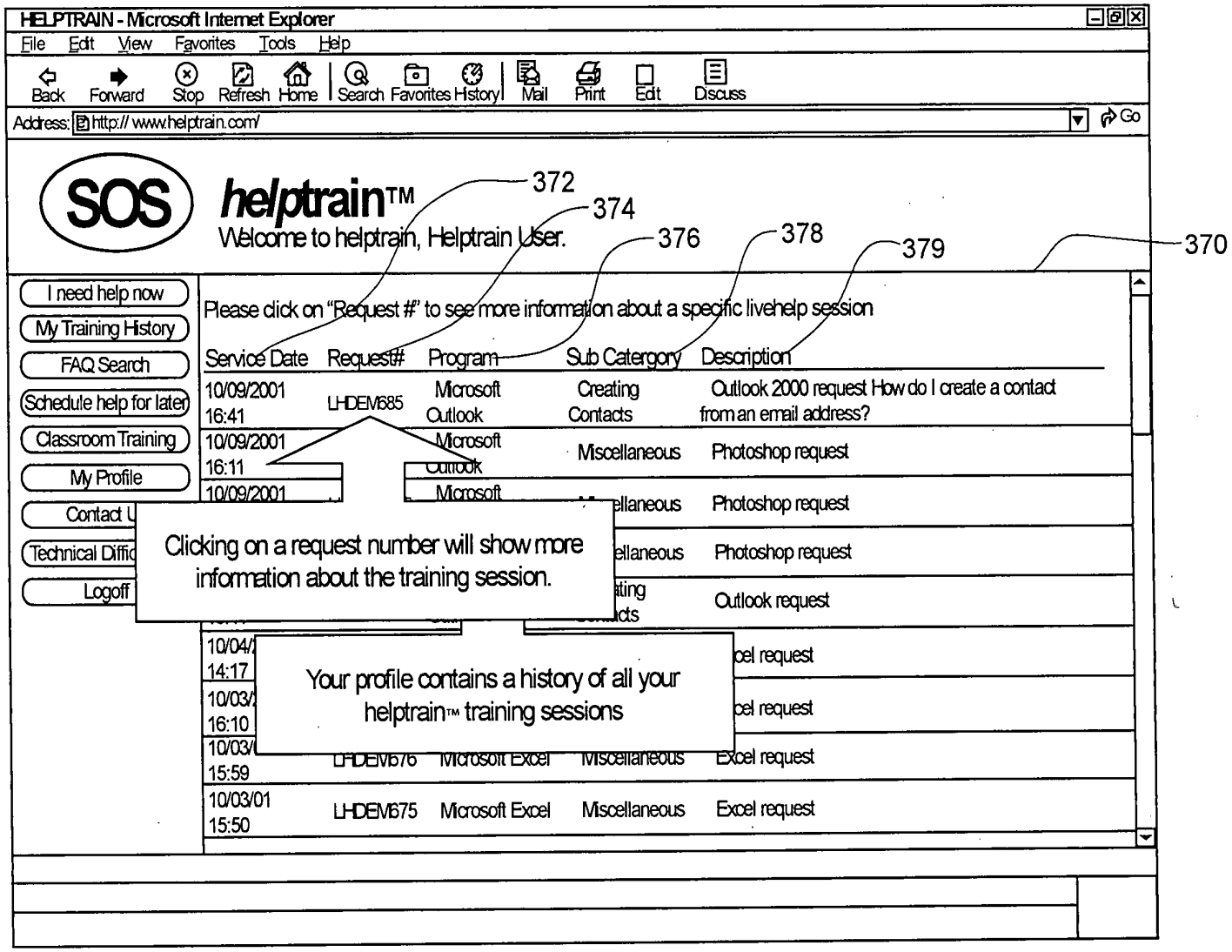
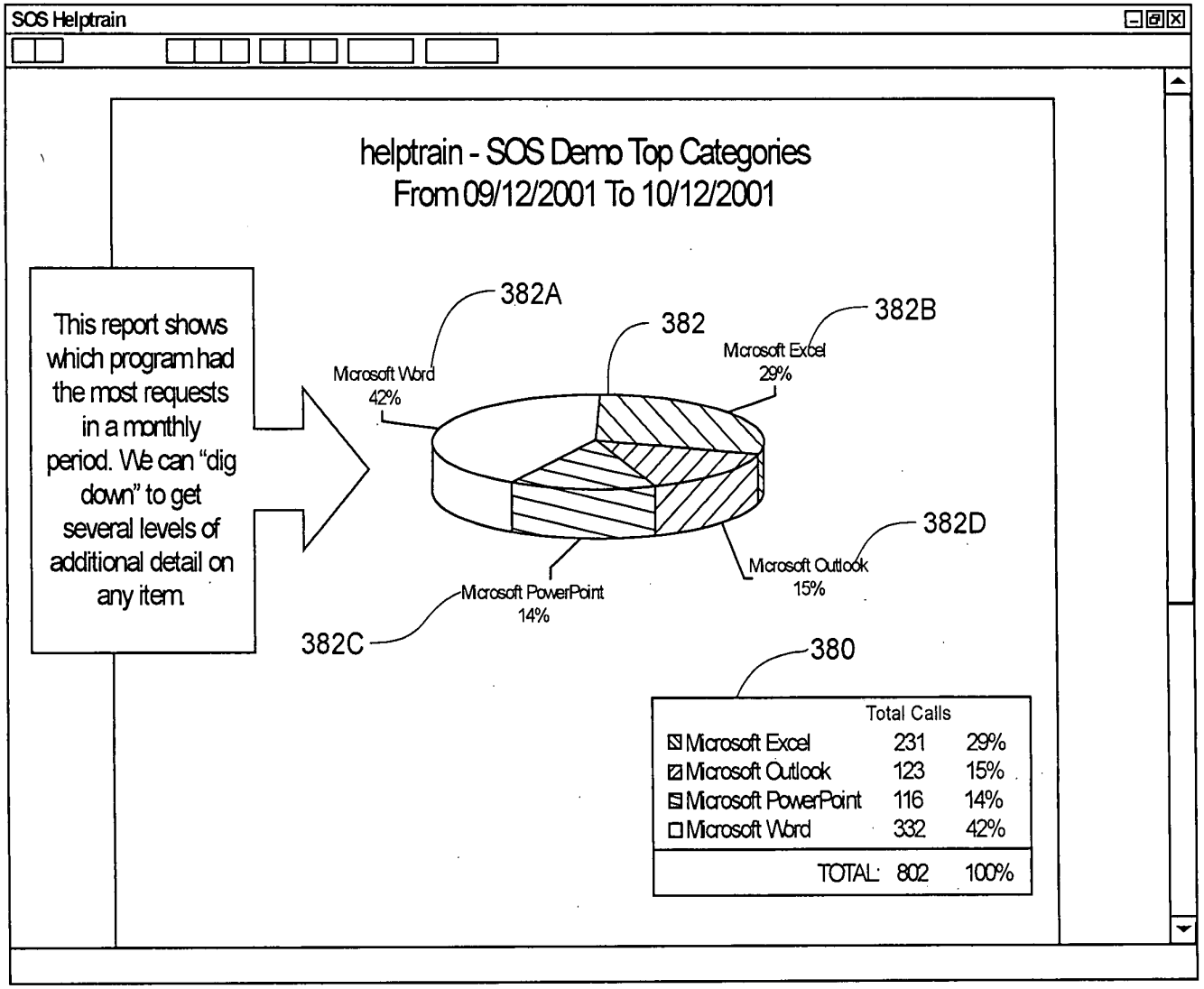

HELPTRAIN - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss
Address: http:// www.helptrain.com/
Go
SOS
helptrain™
Welcome to helptrain, Helptrain User.
372
374
376
378
379
370
I need help now
My Training History
FAQ Search
Schedule help for later
Classroom Training
My Profile
Contact U
Technical Diffic
Logoff
Please click on "Request #" to see more information about a specific livehelp session
Service Date
Request#
Program
Sub Catergory
Description
10/09/2001 16:41
LHDEM685
Microsoft Outlook
Creating Contacts
Outlook 2000 request How do I create a contact from an email address?
10/09/2001 16:11
Microsoft Outlook
Miscellaneous
Photoshop request
10/09/2001
Photoshop request
Photoshop request
Outlook request
14:17
16:10
15:59
LHDEM676
Microsoft Excel
Miscellaneous
Excel request
10/03/01 15:50
LHDEM675
Microsoft Excel
Miscellaneous
Excel request
Clicking on a request number will show more information about the training session.
Your profile contains a history of all your helptrain™ training sessions

Fig. 22


SOS Helptrain
helptrain - SOS Demo Top Categories
From 09/12/2001 To 10/12/2001
This report shows which program had the most requests in a monthly period. We can "dig down" to get several levels of additional detail on any item.
382A
382
382B
382C
382D
380
Microsoft Word 42%
Microsoft Excel 29%
Microsoft PowerPoint 14%
Microsoft Outlook 15%
Total Calls
Microsoft Excel 231 29%
Microsoft Outlook 123 15%
Microsoft PowerPoint 116 14%
Microsoft Word 332 42%
TOTAL: 802 100%

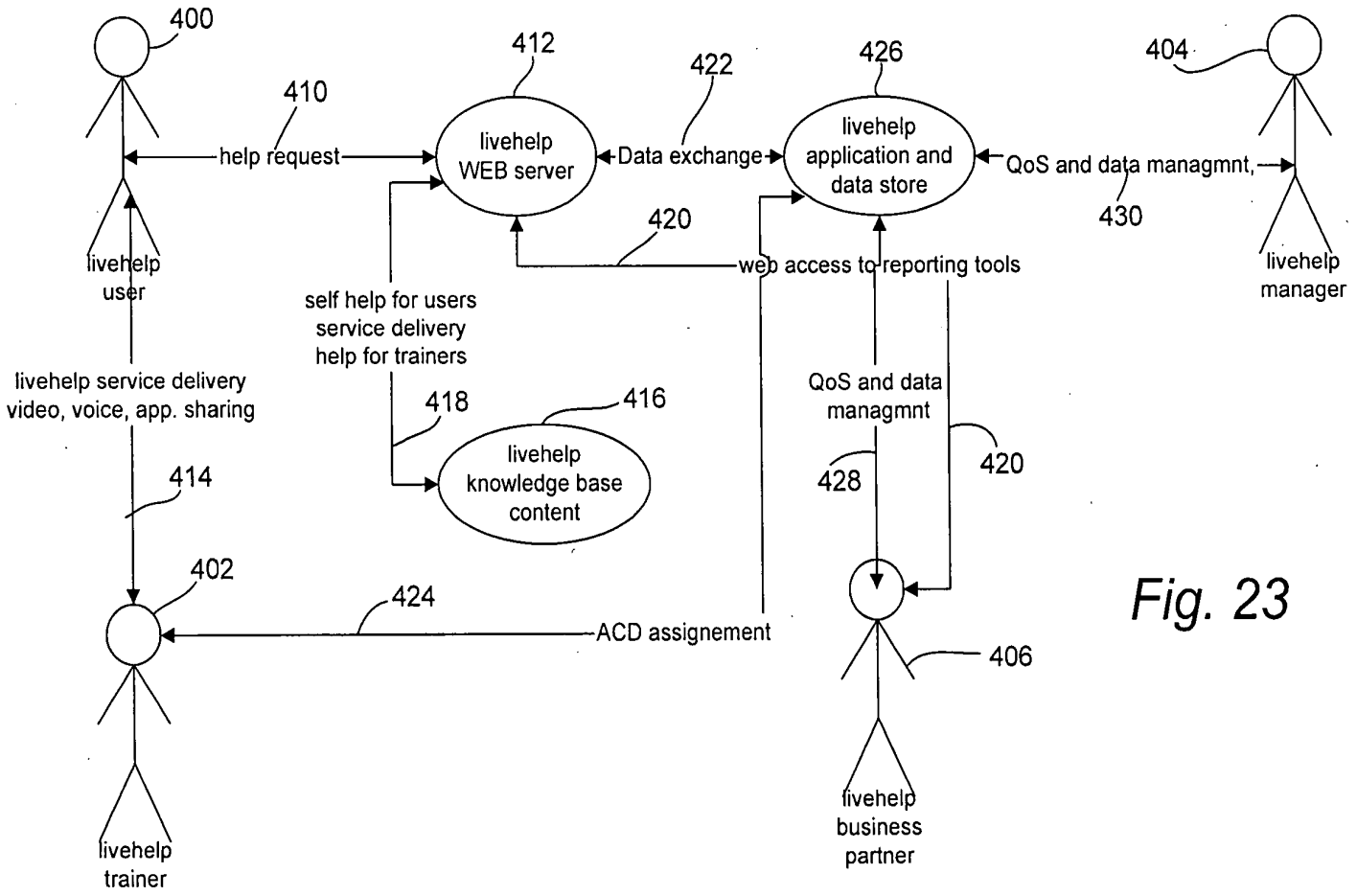

400
410
help request
livehelp
user
412
livehelp
WEB server
422
Data exchange
426
livehelp
application and
data store
404
QoS and data managmnt,
430
livehelp
manager
420
web access to reporting tools
self help for users
service delivery
help for trainers
418
416
livehelp
knowledge base
content
livehelp service delivery
video, voice, app. sharing
414
402
424
ACD assignement
QoS and data
managmnt
428
420
406
livehelp
business
partner
livehelp
trainer

Fig. 23

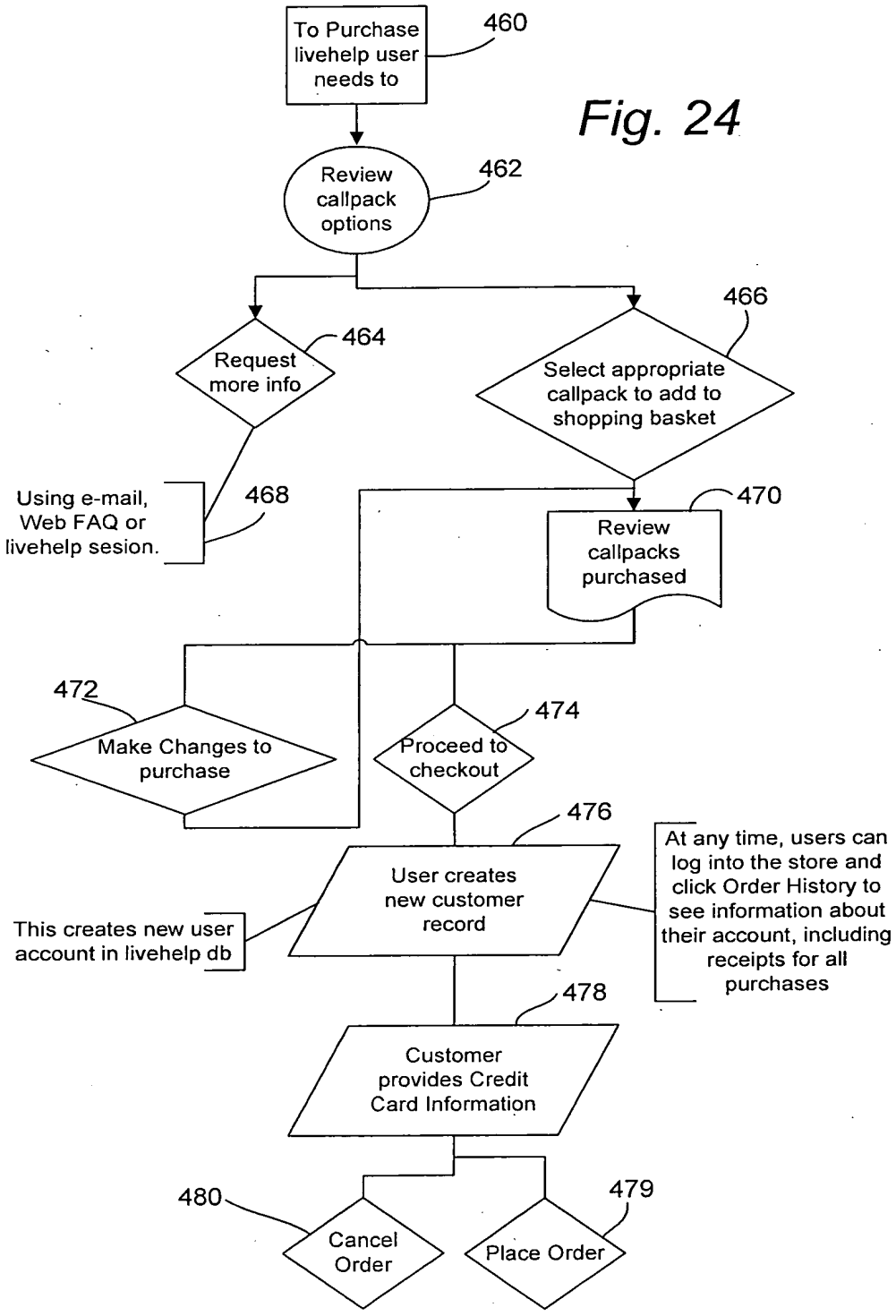

To Purchase livehelp user needs to
460
Review callpack options
462
Request more info
464
Select appropriate callpack to add to shopping basket
466
Using e-mail, Web FAQ or livehelp sesion.
468
Review callpacks purchased
470
Make Changes to purchase
472
Proceed to checkout
474
User creates new customer record
476
This creates new user account in livehelp db
At any time, users can log into the store and click Order History to see information about their account, including receipts for all purchases
Customer provides Credit Card Information
478
Cancel Order
480
Place Order
479

Fig. 24

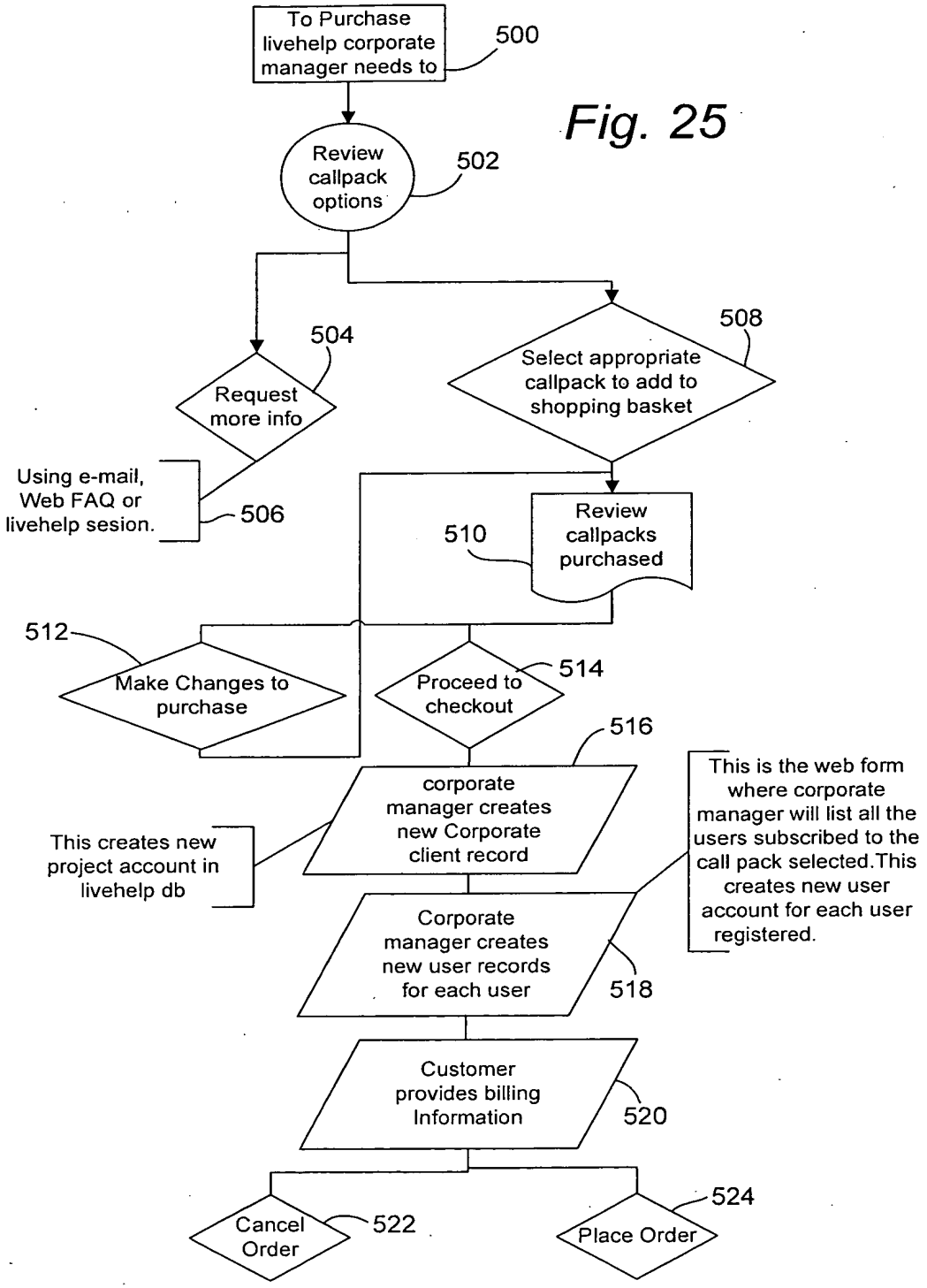

To Purchase livehelp corporate manager needs to
500
Review callpack options
502
504
Request more info
508
Select appropriate callpack to add to shopping basket
Using e-mail, Web FAQ or livehelp sesion.
506
510
Review callpacks purchased
512
Make Changes to purchase
Proceed to checkout
514
516
corporate manager creates new Corporate client record
This creates new project account in livehelp db
This is the web form where corporate manager will list all the users subscribed to the call pack selected.This creates new user account for each user registered.
Corporate manager creates new user records for each user
518
Customer provides billing Information
520
Cancel Order
522
524
Place Order

Fig. 25

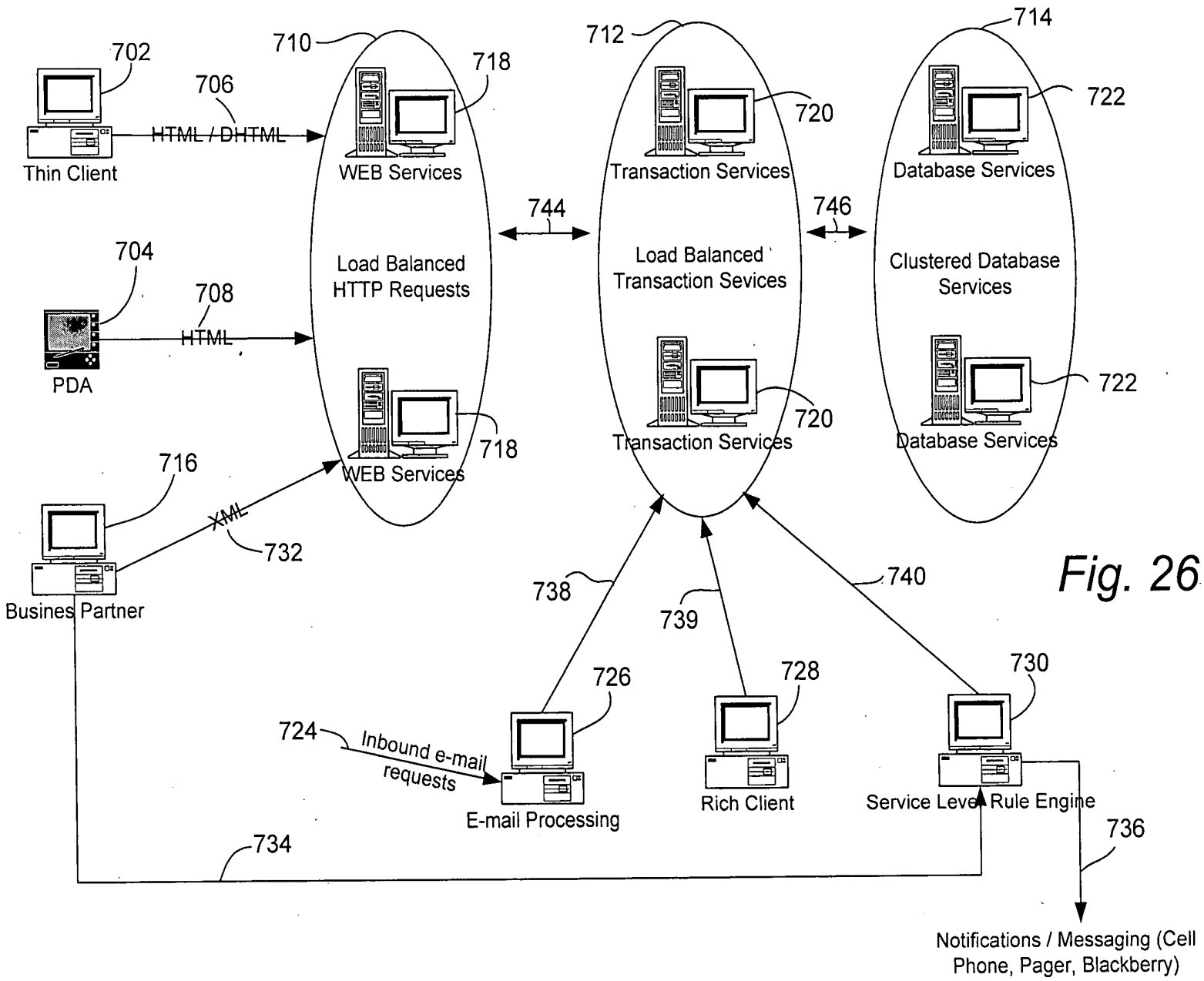
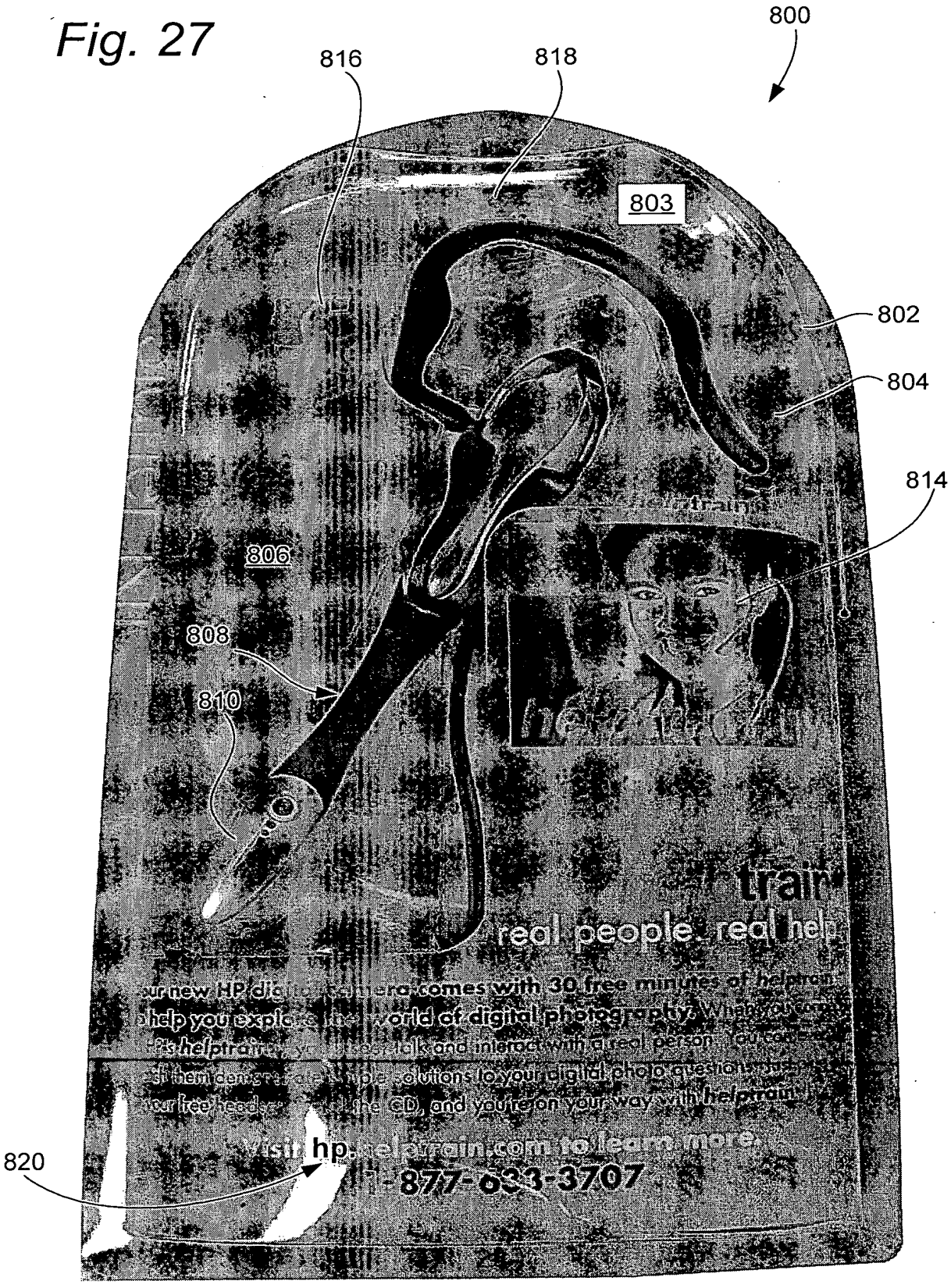

702
706
HTML / DHTML
Thin Client
710
718
WEB Services
712
720
Transaction Services
714
722
Database Services
744
746
704
708
HTML
PDA
Load Balanced
HTTP Requests
Load Balanced
Transaction Sevices
Clustered Database
Services
718
WEB Services
720
Transaction Services
722
Database Services
716
XML
732
Busines Partner
738
739
740
726
728
730
724
Inbound e-mail
requests
E-mail Processing
Rich Client
Service Level Rule Engine
734
736
Notifications / Messaging (Cell
Phone, Pager, Blackberry)

Fig. 26

Fig. 27


800
816
818
803
802
804
814
806
808
810
820
real people. real help.
visit hp.helptrain.com to learn more.
1-877-033-3707

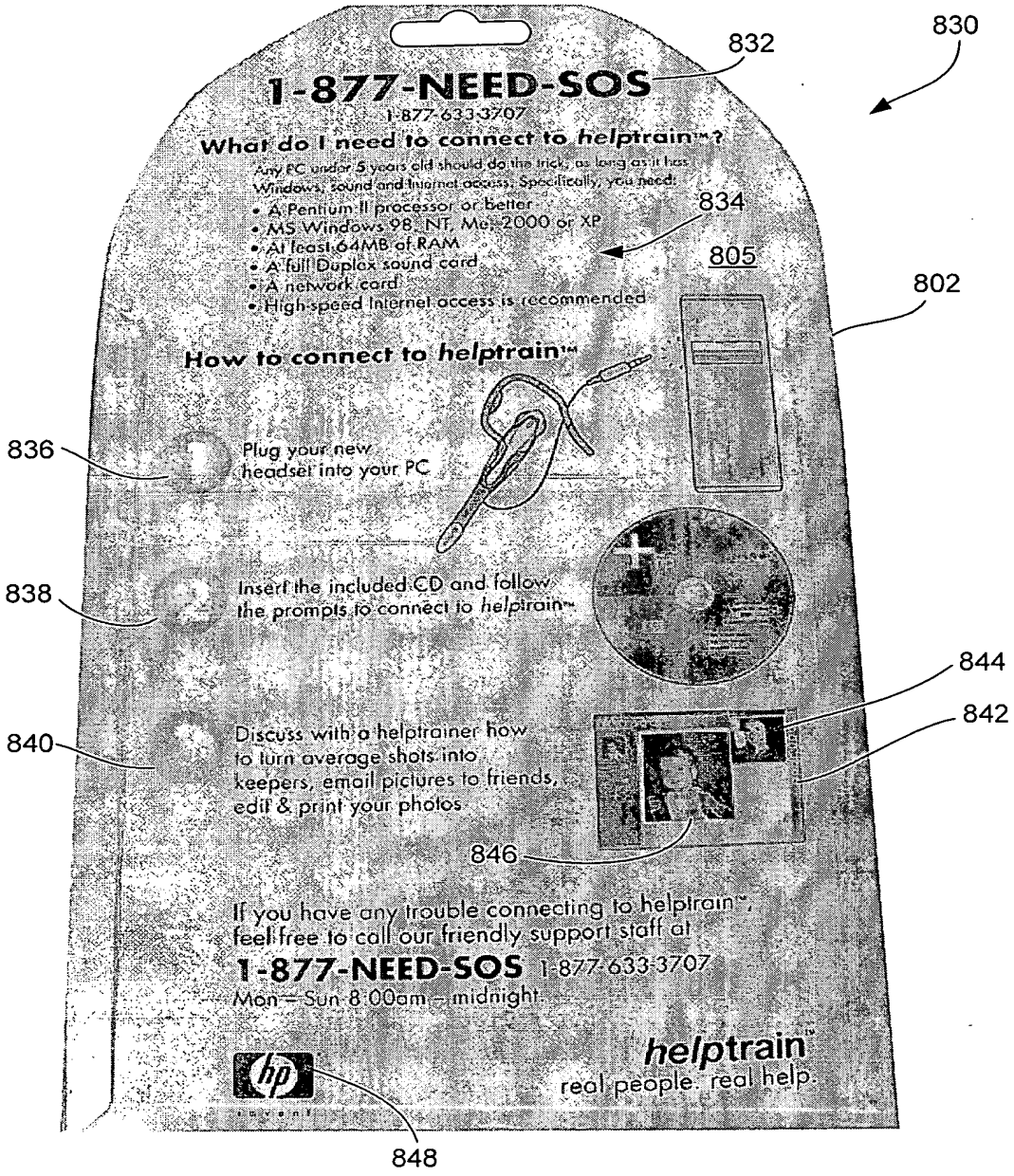

830
832
1-877-NEED-SOS
1-877-633-3707
What do I need to connect to helptrain™?
Any PC under 5 years old should do the trick, as long as it has Windows, sound and Internet access. Specifically, you need:
• A Pentium II processor or better
• MS Windows 98, NT, Me, 2000 or XP
• At least 64MB of RAM
• A full Duplex sound card
• A network card
• High-speed Internet access is recommended
834
805
802
How to connect to helptrain™
836
Plug your new headset into your PC
838
Insert the included CD and follow the prompts to connect to helptrain™
844
842
840
Discuss with a helptrainer how to turn average shots into keepers, email pictures to friends, edit & print your photos
846
If you have any trouble connecting to helptrain™, feel free to call our friendly support staff at
1-877-NEED-SOS 1-877-633-3707
Mon – Sun 8:00am – midnight
helptrain™
real people. real help.
848

Fig. 28

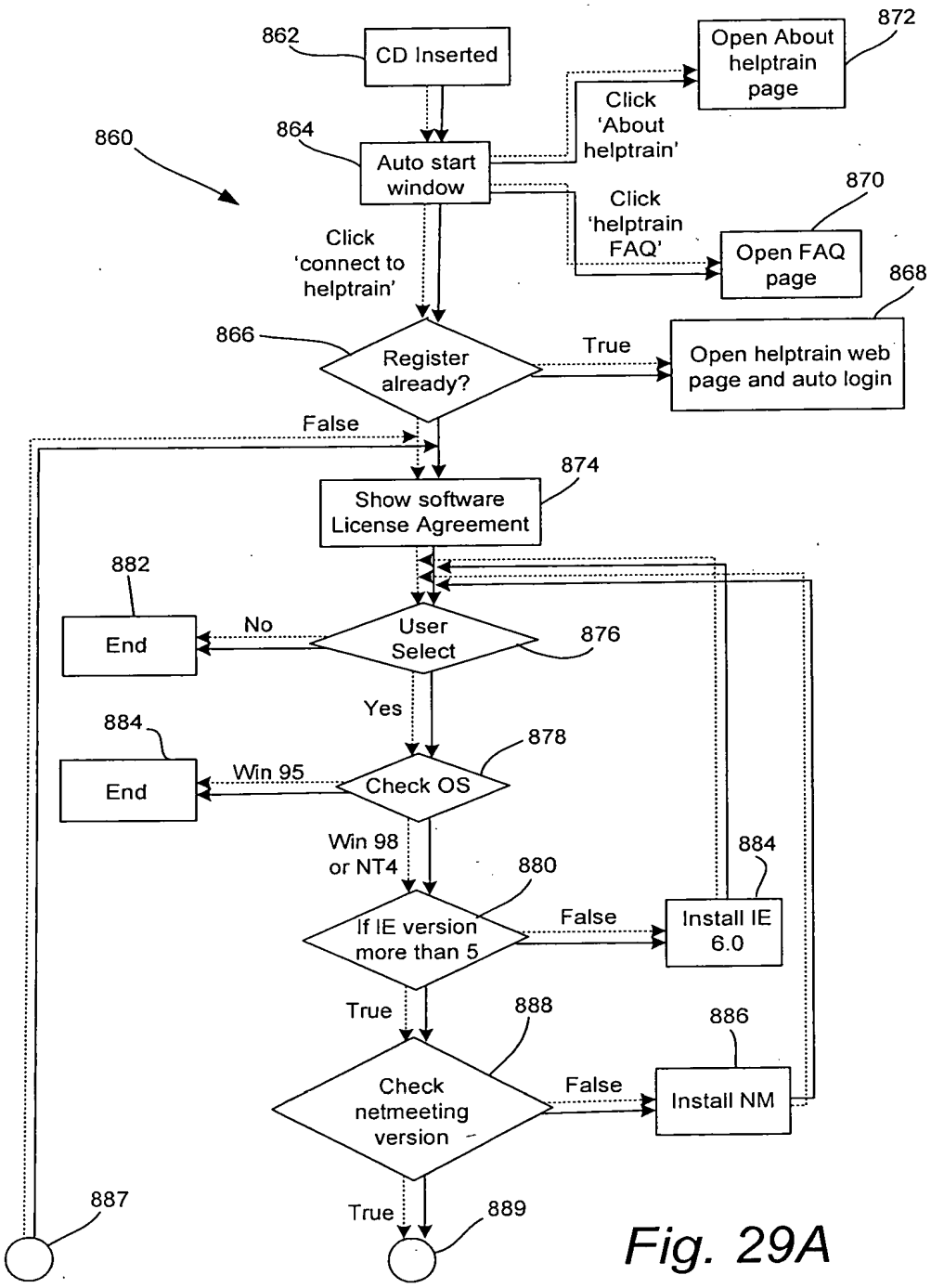

862
CD Inserted
872
Open About helptrain page
Click 'About helptrain'
860
864
Auto start window
870
Click 'helptrain FAQ'
Open FAQ page
Click 'connect to helptrain'
868
866
Register already?
True
Open helptrain web page and auto login
False
874
Show software License Agreement
882
End
No
User Select
876
Yes
884
End
878
Win 95
Check OS
Win 98 or NT4
884
880
If IE version more than 5
False
Install IE 6.0
True
888
886
Check netmeeting version
False
Install NM
887
True
889

Fig. 29A

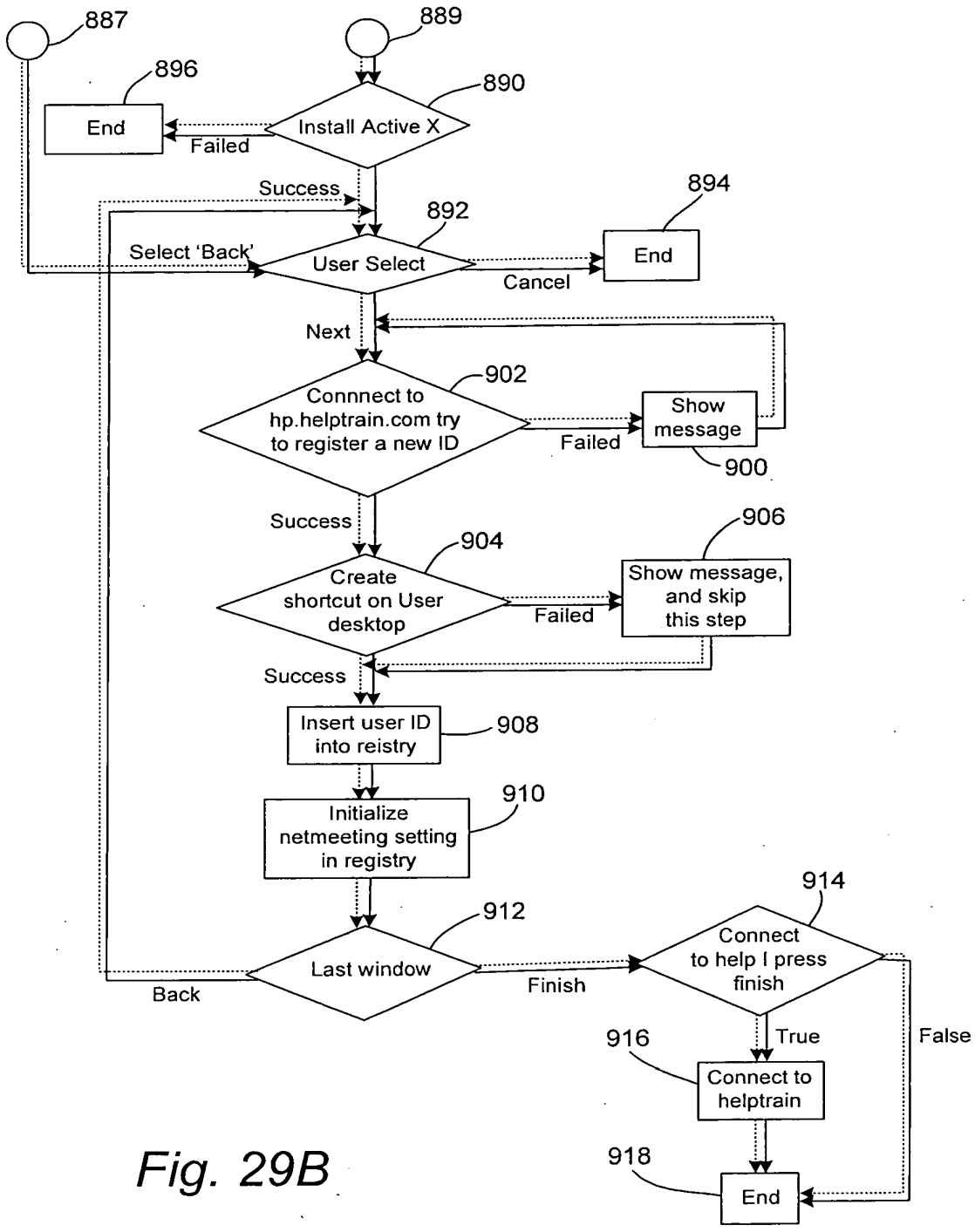

887
889
896
890
End
Install Active X
Failed
Success
894
892
Select 'Back'
User Select
End
Cancel
Next
902
Connnect to hp.helptrain.com try to register a new ID
Show message
Failed
900
Success
906
904
Create shortcut on User desktop
Show message, and skip this step
Failed
Success
Insert user ID into reistry
908
910
Initialize netmeeting setting in registry
914
912
Last window
Connect to help I press finish
Back
Finish
True
False
916
Connect to helptrain
918
End

Fig. 29B

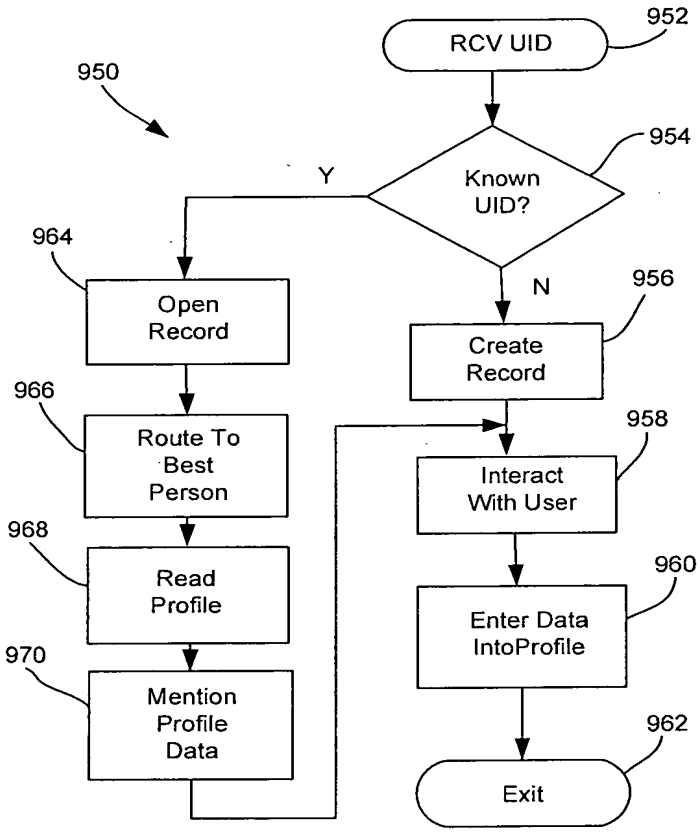

950
952
RCV UID
954
Known UID?
Y
N
964
Open Record
956
Create Record
966
Route To Best Person
958
Interact With User
968
Read Profile
960
Enter Data IntoProfile
970
Mention Profile Data
962
Exit

Fig. 30

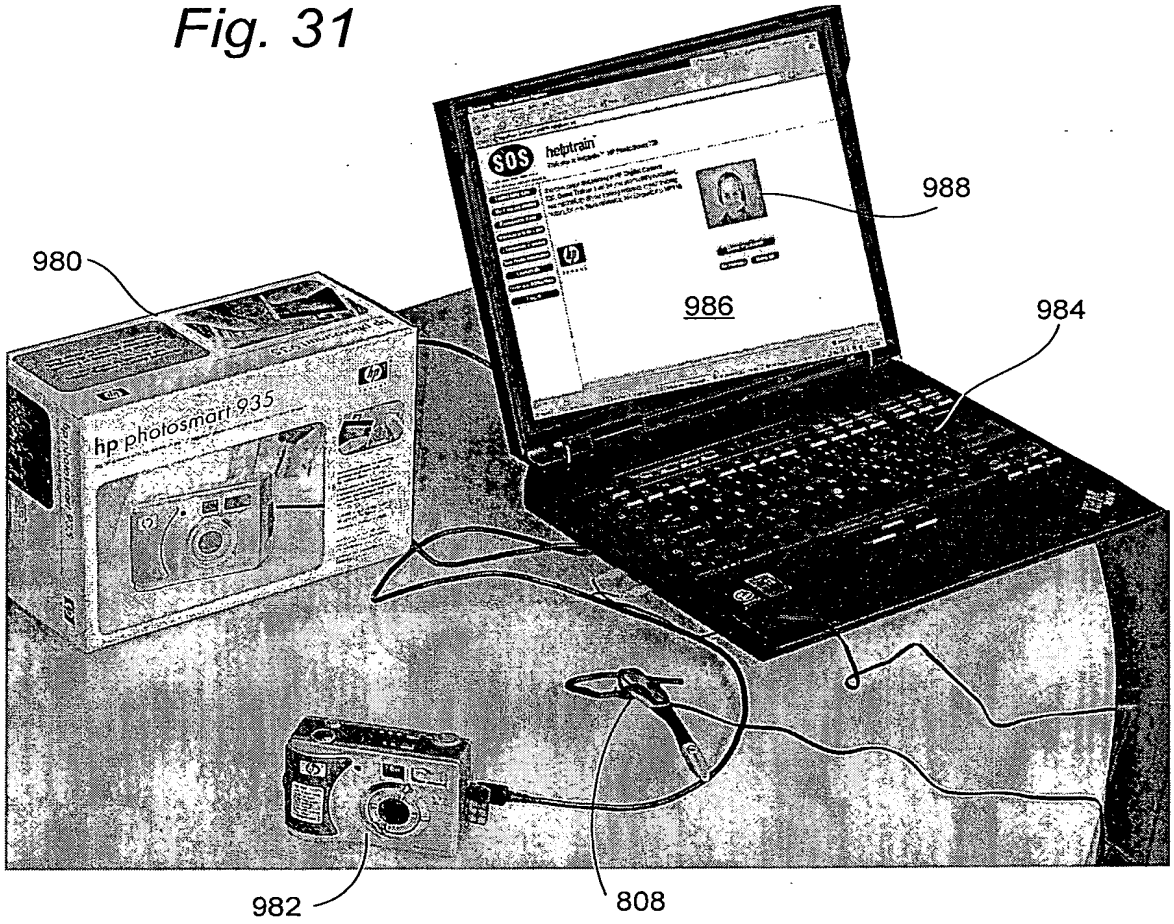



Fig. 31